

# Title VI Program

2022 Title VI Program Update  
San Francisco Municipal Transportation Agency  
(SFMTA)

DECEMBER 2022





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# 1 INTRODUCTION

Established by voter proposition in 1999, the SFMTA, a department of the City and County of San Francisco, operates the Municipal Railway (Muni), parking, traffic, bicycling, walking and taxis within the City and County of San Francisco. Founded in 1912, Muni is one of the oldest transit systems in the world and across five modes of transit, Muni is the largest transit system in the Bay Area. Prior to the pandemic, Muni provided 78 routes throughout the City and County of San Francisco, which served over 700,000 weekday daily rides and over 220 million rides per year. In early 2020, the COVID-19 pandemic significantly impacted ridership and transit services were reduced due to operational resources. Since then, the SFMTA has restored almost all routes and currently operates 60 routes with additional route restorations planned as operator staffing levels increase. The Muni fleet is unique and includes historic streetcars, renewable diesel electric hybrid buses and electric trolley coaches, light rail vehicles, paratransit cabs and vans, and the world-famous cable cars.

The SFMTA's mission is to connect San Francisco through a safe, equitable, and sustainable transportation system. This mission statement complements the goals and mandates of Title VI of the Civil Rights Act of 1964. Section 601 of Title VI mandates that "no person in the United States shall, on the base of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Assistance from the Federal Transit Administration (FTA)."

Through its policies and programs, the SFMTA is committed to providing quality transit service for all customers, regardless of race, color, or national origin. Proof of this commitment is evident in coverage of service (the majority of San Francisco residents live within a short walk of a Muni stop), frequency of service and transit amenities that SFMTA customers enjoy. The SFMTA also has several measures in place to provide language accessibility to its programs and services for its limited-English proficient customers.

As a recipient of federal funds, the SFMTA is required to submit an updated Title VI Program to FTA's Regional Civil Rights Officer every three years. The SFMTA's 2022 Title VI Program provides an update to the SFMTA's 2019 Title VI Program and details the SFMTA's compliance with both the "General Requirements" (Section 1) and "Program-Specific Requirements" (Section 2), as required by FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." As an agency, the SFMTA is dedicating efforts to continuous process improvement to normalize and sustain terminology which centers racial equity and affirms the cultures of racialized people. For the purposes of this program update, the SFMTA follows the terminology contained in FTA C4702.1B and incorporates the agency's preferred terms where contextually appropriate. Use of the term Black, Indigenous and Other People of Color (BIPOC) in this Update should be considered as coextensive with the term "minority" as that term is defined in FTA C4702.1B.



## 2 GENERAL REQUIREMENTS

This chapter includes general requirements that must be fulfilled under the FTA Title VI program. Each of these requirements is discussed in the following sub-sections:

- 2.1 Title VI Notice to the Public
- 2.2 Title VI Complaint Procedures and Complaint Form
- 2.3 Summary of Title VI Investigations, Complaints and Lawsuits
- 2.4 Public Participation Plan
- 2.5 Language Assistance Plan
- 2.6 Membership of Transit Related Non-Elected Committees and Councils
- 2.7 Subrecipient Assistance and Monitoring
- 2.8 Determining Site or Location of Facilities Equity Analyses
- 2.9 Documentation of Title VI Program Approval by SFMTA Board of Directors

### 2.1 Title VI Notice to the Public

As required, the SFMTA posts Title VI notices in all required “Safe Harbor” languages, the languages spoken by 1000 or more individuals in the City and County of SF based on ACS 2016-2020 survey data who report speaking English “less than very well” and includes information on non-discrimination on the basis of race, color or national origin. The notice also informs the public where to find further information, how to file a Title VI complaint and the availability of free language assistance. Based on ACS 2016-2020 survey data, the most recently available data, eight languages meet the “Safe Harbor” threshold: Chinese, Spanish, Filipino, Russian, Vietnamese, Korean, Japanese and French.

The notices are located at [www.sfmta.com](http://www.sfmta.com), posted in SFMTA’s offices with public access, at the paratransit broker’s office and in paratransit vans, and on public information materials, as appropriate and as space allows. Title VI language is also included on some of the agency’s maps, where space allows. Please see Appendix A for a copy of SFMTA’s multilingual Title VI notice, which includes the following language: “The SFMTA does not discriminate on the basis of race, color or national origin. For more information or to file a complaint, visit SFMTA.com or contact 311.”

### 2.2 Title VI Complaint Procedures and Complaint Form

As a general compliance requirement, the SFMTA is required to post a Title VI complaint form and complaint procedures that instruct the public on how to file a Title VI discrimination complaint, taking into account the language needs of its customers.



Below are SFMTA's Title VI Complaint Procedures, which are consistent with guidelines found in the Federal Transit Administration's Circular 4702.1B, dated October 1, 2012:

- The San Francisco Municipal Transportation Agency (SFMTA) is committed to operating its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.
- Any customer who feels discriminated against as an individual or as a member of a specific group on the basis of race, color or national origin, may file a complaint with the SFMTA and/or the Federal Transit Administration (FTA) within 180 calendar days of the alleged incident. Free language assistance and further information on how to file a Title VI complaint is available 24 hours a day, seven days a week through San Francisco's multilingual 311 Telephone Customer Service Center.
- Title VI Complaint Forms and information on how to file a Title VI complaint are available in English and all languages that meet the Safe Harbor threshold of 1,000 or more LEP individuals within the service area for whom English is not their primary language and who have a limited ability to read, speak, write or understand English on the SFMTA's website at <https://www.sfmta.com/about-us/contact-us/title-vi-discrimination-and-complaints>. Complaint forms in the appropriate language, along with instructions, are also mailed or emailed to customers alleging discrimination on the basis of Title VI. (Please see Appendix B for SFMTA's Title VI Complaint Form)
- Once a complaint is received, the SFMTA will review it to determine if the agency has jurisdiction. If the SFMTA does not have jurisdiction, the complainant will be notified.
- An investigation will begin on the day the SFMTA receives the complaint and will generally be completed within 60 days. If more information is needed to resolve the complaint, the SFMTA will contact the complainant to request additional information if contact information is provided. Once the SFMTA has completed its investigation, the SFMTA will issue letters depending on the outcome of the investigation. For complaints found to have merit, the complainant will receive a letter indicating that appropriate action was taken. If the complaint was found to be without merit, a letter is issued stating that no violation was found based on Title VI. Complainants are advised how to contact the SFMTA if they have questions or further information to provide, as well as how to appeal the decision. If the SFMTA employee is unable to be identified, the complainant is notified and advised to provide any additional information. The complainant will have 14 calendar days from the date of the letter to appeal if the complaint is determined to be without merit. Instructions and contact information for filing an appeal are included in the letter. All appeals are decided by the Director of Transportation or his/her designee.



Title VI Complaint Forms can be submitted as follows:

**U.S. Mail:**

San Francisco Municipal Transportation Agency (SFMTA)  
ATTN: Title VI Complaints  
One South Van Ness Avenue, 7th Floor  
San Francisco, CA 94103  
**Email:** [TitleVIComplaints@sfmta.com](mailto:TitleVIComplaints@sfmta.com)

Complaints can also be submitted directly to the FTA at the following address:

Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, D.C. 20590

Customers can contact San Francisco's multilingual Telephone Customer Service Center, which is open 24 hours a day/7 days a week/365 days a year, for more information and free language assistance:

**Voice within San Francisco:** 311

**Voice, outside San Francisco:** 415.701.2311

**TTY:** 415.701.2323

## 2.3 Summary of Title VI Investigations, Complaints, and Lawsuits

For the timeframe of this Program Update, there were no Title VI lawsuits. Pursuant to FTA guidance, Appendix C includes a summary of complaints received during the timeframe of this report, including the date the complaint was received, a summary of the allegation(s), the status of the complaint and outcome of the investigation.

## 2.4 Public Participation Plan

As part of its overall Title VI Program, the SFMTA is required to have an established public participation plan (or process) that explicitly describes the proactive strategies, procedures and desired outcomes of its public participation activities. The purpose of the SFMTA's 2022 Public Participation Plan (PPP) (Appendix D) is to provide a framework of options and strategies from which to guide a customized, systematic and strategic public involvement approach that seeks out and considers the viewpoints of the general public and other community members in the course of conducting public outreach and involvement activities. Of particular importance are those methodologies that specifically address linguistic, institutional, cultural, economic, historical or other barriers that may be preventing Black, Indigenous and Other People of Color (BIPOC), low-income and limited-English proficient (LEP) populations from participating effectively in the SFMTA's decision-making process. The PPP also reflects and reinforces the primary goal of the SFMTA's public involvement activities: to offer early and continuous opportunities for the public to learn about a



particular project or initiative while meeting the particular needs of the groups being presented to, such as language assistance, schedule or location accommodations, in order to maximize their involvement in the identification of social, economic and environmental impacts of proposed transportation decisions. The PPP was informed by an extensive data collection effort, which included a multilingual Public Participation and Community Language Access survey and Community Conversations held throughout San Francisco. As required, please see Appendix E for a summary of major public participation outreach and engagement activities conducted during the timeframe of this report.

## 2.5 Language Assistance Plan

Pursuant to FTA guidance, the SFMTA must take reasonable steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are limited-English proficient (LEP). The SFMTA's 2022 Language Assistance Plan (LAP) provides the results of the required Four-Factor Analysis, details its language access policies and methods and incorporates the Department of Transportation's (DOT) LEP Guidance as required for providing language assistance for LEP individuals. The goal of the LAP is to provide language assistance to persons with limited-English proficiency in a competent and effective manner, to help ensure that SFMTA's services are safe, reliable, convenient and accessible to LEP customers. Please see Appendix F for a copy of the SFMTA's 2022 Language Assistance Plan, which was informed by in-language focus groups in five languages, a multilingual Public Participation and Community Language Access survey, Community-Based Organization leadership interviews, as well as internal data collection and a staff survey.

## 2.6 Membership of Transit Related Non-Elected Committees and Councils

As part of its Title VI Program submission to the FTA, the SFMTA must provide a table depicting the racial breakdown of the membership of any transit-related, non-elected planning boards, advisory councils or committees for which SFMTA selects the full membership. During the timeframe of this report, the SFMTA had the following transit-related, non-elected citizen committees for which it selected the full membership: the Youth Transportation Advisory Board (YTAB), the Central Subway Community Advisory Group (CAG); the Van Ness Bus Rapid Transit Community Advisory Committee (Van Ness BRT CAC); the Van Ness Business Advisory Committee (Van Ness BAC); and, the Geary Community Advisory Committee. Please see Table 1 below for membership specifics.

The purpose of the Youth Transportation Advisory Board (YTAB) is to elevate the lived experiences of young people from across the city of San Francisco to better inform the SFMTA's policies and practices. Duties and functions include identifying the unmet needs of San Francisco's children and youth through examining the existing services, practices, and budgets of the SFMTA; design and conduct outreach to youth and their communities on SFMTA services and projects to learn from underrepresented groups and begin addressing gaps in dialogue; and to develop and deliver recommendations to staff and the Director of Transportation to support or improve SFMTA services. Recruitment is handled through an annual open



application process, which is promoted through agency announcements, social media and through community partners.

The purpose of the Central Subway CAG is to engage with the local community, and to receive input and feedback at key milestones throughout the Central Subway project. The CAG consists of representatives from neighborhoods along the entire Third Street Light Rail Project alignment: Visitation Valley, Bayview/Hunters Point, Mission Bay/Potrero Hill, South of Market, Downtown, Union Square and Chinatown. The diverse membership brings to the table citywide, neighborhood, environmental, transportation, commuter, historical and planning interests.

Announcements for vacant positions are made at meetings, posted on the website, advertised through social media, emails, direct phone calls, and announced in the project newsletter. Staff also partners with Community Based Organizations (CBOs) to recruit members and provides information and requests for applications via the Central Subway Project email lists in order to achieve a diverse committee membership on the Central Subway CAG. If members of the public are interested in participating in the Central Subway CAG, they are asked to forward a letter of interest and background information or a resume to Charles Chan ([charles.chan@sfmta.com](mailto:charles.chan@sfmta.com)). Members of the CAG are recommended by Central Subway Project staff and forwarded to the SFMTA Director of Transportation for appointment.

The purpose of the Van Ness BRT CAC is to provide feedback and guide decisions related to the design, construction and implementation of the Van Ness Bus Rapid Transit. The Van Ness BRT CAC consists of representatives from neighborhoods along the entire project corridor. The diverse membership brings to the table citywide, neighborhood, environmental, transportation, commuter, advocacy, historical and planning interests. The Van Ness BRT CAC is still active.

The purpose of the Van Ness Business Advisory Committee is to provide recommendations and advice on how project staff can best work with local businesses during construction of the Van Ness Improvement Project. The Van Ness BAC is made up of representatives from a diverse cross-section of project corridor businesses including hospitality, retail, commercial management, arts and education. The Van Ness BAC was dissolved in June of 2022, two months after revenue service began in the new BRT lanes. Announcements for vacant positions were made at meetings, posted on the website, and advertised through social media, emails and direct phone calls. Staff also partners with Community Based Organizations (CBOs) to recruit members and requests for applications via email contact lists. Applications were chosen by a selection committee comprising project and non-project staff.

The purpose of the Geary Community Advisory Committee (CAC) is to provide feedback and guide decisions related to the design, construction and implementation of the two Geary BRT projects (both Phase 1, the Geary Rapid Project, and Phase 2, the Geary Boulevard Improvement Project). The Committee also serves as a conduit to the communities they represent, sharing information with and collecting feedback from their communities. The Geary CAC consists of representatives from neighborhoods along the entire project corridor: Inner Richmond, Western Addition/Pacific Heights, Fillmore/Japantown, Nob



Hill/Chinatown, Tenderloin, and Union Square. The diverse membership brings to the table, citywide, neighborhood, business, environmental, transportation, commuter, advocacy and planning interests. Announcements for vacant positions are posted on the website, advertised through social media, email contact lists, phone calls, and shared with Community Based Organizations (CBOs) to recruit members. The initial member recruitment also included print announcements posted along the Geary corridor. If members of the public are interested in participating in the Geary CAC, they are asked to forward a letter of interest and background information or a resume to the project team. Applications are chosen by a selection committee comprised of project and non-project staff.

The table below depicts the current composition of these groups, to the degree that the requested information is available.

Table 1: Demographic Breakdown of Transit-Related, Non-Elected Committees and Councils Membership

Body	Caucasian	Latino	African American	Asian American	Native American
<b>Population of City and County of San Francisco</b>	44.9%	15.7%	5.1%	34.3%	0.4%
<b>Central Subway Community Advisory Group</b>	16 members out of 23	0	0	3 members out of 23	0
<b>VN BRT CAC</b>	6 members out of 12	1 member out of 12	1 member out of 12	4 members out of 12	0
<b>VN BAC</b>	8 members out of 12	2 members out of 12	0	2 members out of 12	0
<b>Geary CAC</b>	9 members out of 15	0	0	6 members of 15	0
<b>Youth Transportation Advisory Board</b>	7 Board members out of 24	3 Board members out of 24	11 Board members out of 24	3 Board members out of 24	0

Source: 2016-2020 Five-Year Estimates U.S. Census American Community Survey (ACS).



## 2.7 Subrecipient Assistance and Monitoring Procedures

In accordance with 49 CFR 21.9(b), the San Francisco Municipal Transportation Agency (SFMTA) must provide assistance to, and monitor, their subrecipients to ensure that subrecipients are in compliance with the DOT Title VI regulations, as well as having in place monitoring procedures, which are detailed below. A "subrecipient" is an entity that receives Federal financial assistance from the FTA through a primary recipient, such as the SFMTA. As provided in FTA Circular 4702.1B, effective October 1, 2012, oversight responsibilities do not apply to subrecipients who are direct recipients of FTA funds, in which case the subrecipient/direct recipient reports directly to FTA.

SFMTA assists subrecipients in complying with DOT's Title VI regulations, including the general reporting requirements, by providing:

- Sample notices to the public informing beneficiaries of their rights under DOT's Title VI regulations, procedures on how to file a Title VI complaint, and the SFMTA's Title VI complaint form;
- Sample procedures for tracking and investigating Title VI complaints filed with a subrecipient, and when the SFMTA expects the subrecipient to notify the SFMTA of complaints received by the subrecipient;
- Demographic information on the race and English proficiency of residents served by the subrecipient in order to assist the subrecipient in assessing the level and quality of service it provides to communities within its service area and in assessing the need for language assistance; and,
- Any other recipient-generated or obtained data, such as travel patterns, surveys, etc., that will assist subrecipients in complying with Title VI.

### **Subrecipient Monitoring Procedures:**

In order to ensure that the SFMTA and its subrecipient are in compliance with Title VI requirements, the SFMTA will undertake any or all of the following monitoring activities, based on circumstances and as required: (1) conducting an initial meeting with the subrecipient to review the relevant portions of FTA Circular 4702.1B, including general and transit-specific reporting requirements, as applicable; (2) providing samples of SFMTA's required notices, procedures and information that may be relevant to the subrecipient; (3) reviewing the subrecipient's required documents, notices and other information for compliance with the requirements in FTA C 4702.1B; and (4) conducting regular meetings, phone calls, email check-ins and site visits, as necessary and as required once the subrecipient's Title VI Program has been established to ensure continued compliance. The SFMTA will also establish a date/timeframe for collecting and reviewing for compliance purposes the subrecipient's Title VI Program and will maintain a copy in electronic storage.

In addition, at the request of the FTA, in response to a complaint of discrimination, or as otherwise deemed necessary by the SFMTA, the SFMTA shall request that subrecipients who provide transportation services



verify that their level and quality of service is provided on an equitable basis. Subrecipients that are fixed route transit providers are responsible for reporting as outlined in Chapter IV of FTA Circular 4702.1B. The SFMTA had no subrecipients during the timeframe of this report.

## 2.8 Determining Site or Location of Facilities Equity Analyses

Pursuant to Title 49 CFR Section 21.9(b)(3), in determining the site or location of federally funded facilities, selections may not be made with the purpose or effect of excluding persons from, denying them the benefits or, or subjecting them to discrimination on the grounds of race, color or national origin. Further, Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, "The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin." Recipients of federal funds are required to complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. During the timeframe for the 2022 Title VI Program, no equity analyses for siting or location of facilities were required.

## 2.9 Documentation of Title VI Program Approval by SFMTA Board of Directors

SFMTA's 2022 Title VI Program Update went to the SFMTA Board of Directors on January 17, 2023 for approval. Please see Appendix G for a copy of the Board Resolution.



## 3 TRANSIT REQUIREMENTS

This chapter includes program-specific requirements that must be submitted by SFMTA as a fixed route transit provider that operates 50 or more fixed route vehicles in peak service and is located in an Urbanized Area (UZA) of 200,000 or more people. SFMTA's Title VI program includes the following content:

- System-wide Service Standards and Policies
- Demographic Analysis of Service Area (including Maps and Charts)
- Customer Demographics and Travel Patterns
- Major Service Change, Disparate Impact, and Disproportionate Burden Policies
- Service Monitoring Results:
  - Vehicle Load
  - On-time Performance
  - Policy Headways
  - Service Availability
  - Vehicle Assignment
  - Transit Amenities
- Equity Evaluation: Fare and Service Changes

### 3.1 System-wide Service Standards and Policies

#### **Background**

As a recipient of funds administered by the U.S. Department of Transportation through the Federal Transportation Administration (FTA), it is the policy of the San Francisco Municipal Transportation Agency (SFMTA) to effectuate Title VI of the Civil Rights Act of 1964 as amended by Title 49 CFR Section 21.5. It requires that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in any program or activity which is federally funded. Prohibited practices include but are not limited to:

- Denying a person any service or benefit because of race, color, or national origin.
- Providing a different service or benefit or providing services or benefits in a different manner.
- Locating facilities in any way that would limit or impede access to a federally funded service or benefit.

As part of Title VI compliance and pursuant to FTA Circular 4702.1B, transit providers are required to set service standards and policies for the specific modes of service they provide. These standards and policies must address how service is distributed across the transit system and must ensure that the manner of the distribution affords all users access to assets, regardless of race, color, or national origin. Although not an FTA requirement, the SFMTA's monitoring program also takes into account income status. In order to comply with Title VI, the San Francisco Municipal Transportation Agency (SFMTA) has in place quantitative



system-wide service standards to guard against service design or operations decisions having disparate impacts. The SFMTA also has in place system-wide service policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

### **System-wide Service Categories**

The SFMTA uses the following framework to organize its transit service:

- **Muni Metro & Rapid Bus:** These heavily used bus and rail lines form the backbone of the Muni system, with vehicles arriving frequently and transit priority enhancements along the routes. The Rapid network delivers speed and reliability whether customers are heading across town, or simply traveling a few blocks. Routes in this category include the J, KT, L, M, N, 5R, 9R, 14R, 28R<sup>1</sup> and 38R.
- **Frequent:** These routes may overlap with rapid routes and provide premium, frequent service with more stops along the route. Routes in this category include the 1, 7, 8, 9, 14, 22, 24, 28, 30, 38, and 49.
- **Grid:** These citywide routes combine with the Rapid and frequent routes to form an expansive core grid system that lets customers get to their destinations with no more than a short walk or a seamless transfer. These routes do not typically have the all-day heavy demand we see on the Rapid or Frequent networks and typically operate less frequently than Rapid Network routes. Routes in this category include the 2, 5, 6, 10<sup>1</sup>, 12, 15, 18, 19, 21, 23, 27, 29, 31, 33, 43, 44, 45, 48, and 54.
- **Connector:** These bus routes predominantly circulate through San Francisco's hillside residential neighborhoods, filling in gaps in coverage and connecting customers to major transit hubs. Routes in this category include the 25, 35, 36, 37, 39, 52, 55, 56, 57, 58, 66 and 67.
- **Specialized:** These routes augment existing service during specific times of day to serve a specific need or serve travel demand related to special events. They include AM and PM commute service. Routes in this category include the 8AX and 8BX.
- **Historic:** These routes include our historic street cars and cable car routes. They have the added complexity of serving citywide residents, as well as high numbers of tourists. Routes in this category include the F, California Cable Car, Powell/Hyde Cable Car, and Powell/Mason Cable Car.

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<sup>1</sup> The 10 Townsend and 28R 19<sup>th</sup> Ave Rapid routes are currently not in service due to a transit operator shortage the SFMTA is facing. Restoration is planned once staffing levels increase.



- **Owl:** These routes operate overnight between the hours of 12am and 5am and are made up of segments of daytime routes 5, 24, 44, 48 and full routes running owl service including 14, 22, 25, and 38. Special owl routes include the 90 Owl and 91 Owl.

### i. Service Standards

SFMTA's service standards draw from a variety of sources including Proposition A and the Transit Effectiveness Project (TEP), which was a comprehensive operational analysis that evaluated both the service design and the network role of each route. The SFMTA publishes its service standards in the Short-Range Transit Plan (SRTP), which is updated and issued every two years. Due to the pandemic, the 2022 SRTP prepared by the SFMTA followed a different format than previous years which did not include updated service standards. Service standards were last published in the 2020 SRTP. These standards address service coverage, on-time performance, service span, and policy headways for each route type and passenger loads for each vehicle size.

#### a. Service Availability

All residential neighborhoods in San Francisco should be within a quarter of a mile of a Muni stop.

#### b. On-Time Performance

Since 2020, the SFMTA has adopted a new way to manage service prioritizing headways instead of managing service to a fixed schedule. More frequent routes are managed by minimizing gaps in service since customers rarely consult a schedule for these services. Less frequent routes are still managed using a fixed schedule. These changes are reflected in how route performance is reported. On-time performance (OTP) is defined as schedule adherence for Connector and Owl routes. A service gap metric is used for the Muni Metro, Rapid, Frequent, Grid, Historic and Specialized routes with some exceptions. The F Market & Wharves and KT Ingleside-Third St rail lines are currently managed using a fixed schedule for operational reasons.

Table 2 On-Time Performance Standards by Service Category

OTP Metric	Service Category	OTP Method	OTP Standard
<b>Service Gaps</b>	Muni Metro*, Rapid, Frequent, Grid, Connector, Historic*, Specialized	% of trips with a service gap of five minutes above the scheduled headway	Less than 14% of trips with a service gap (headway adherence)
<b>Schedule Adherence</b>	Connector, Owl	% of time points served within one minute early to four minutes late of the scheduled time	85% on-time (schedule adherence)



\*The F Market & Wharves (Historic) and KT Ingleside-Third St lines (Metro) are currently managed using a fixed schedule for operational reasons.

### c. Service Span

Muni service is planned to operate for the minimum number of hours based on the service category.

Table 3 Service Span Standard by Service Category

Service Category	Service Span Standard
<b>Muni Metro, Rapid &amp; Frequent Local</b>	18 hours*
<b>Grid</b>	18 hours
<b>Connector</b>	Based on demand
<b>Specialized</b>	Based on demand
<b>Historic</b>	Based on demand
<b>Owl</b>	Late night service, generally between 12:00 am – 5:00 am (minimum 30-minute headways)

\*Some rapid routes are replaced by local service during weekday late night service and on weekends.

### d. Policy Headways

The following are the minimum weekday and weekend headways for transit service established by service category. However, frequencies of individual routes may be higher based on demand.

Table 4 SFMTA's Weekday Policy Headways

Service Category	Day	Evening	Late Night
<b>Muni Metro, Rapid &amp; Frequent Local</b>	10	15	20
<b>Grid</b>	20	20	30
<b>Connector</b>	30	30	-
<b>Specialized</b>	Based on demand		
<b>Historic</b>	Based on demand		
<b>Owl</b>	30 min from 12:00 am – 5:00 am		

\*Some rapid routes are replaced by local service during late night transit service.

Table 5 SFMTA's Weekend Policy Headways

Service Category	Day	Evening	Late Night
<b>Muni Metro, Rapid &amp; Frequent Local*</b>	12	15	20
<b>Grid</b>	20	20	30
<b>Connector</b>	30	30	-
<b>Specialized</b>	Based on demand		



Service Category	Day	Evening	Late Night
<b>Historic</b>	Based on demand		
<b>Owl</b>	30 min from 12:00 am – 5:00 am		

\*Some rapid routes are replaced by local service on the weekends.

### e. Stop Spacing

Guidelines for distances between stops were developed based on the different block lengths and grades on San Francisco streets. Placement of stops is based on a range of factors, including adjacent land uses, transfer opportunities, transit operations and site constraints.

Table 6 SFMTA's Stop Spacing Standards

Vehicle Type	Stop Spacing Standard
<b>Rail (surface)*</b>	Approximately 900 to 1,500 feet
<b>Rapid Bus</b>	Case-by-case, based on transfer points, adjacent land uses and usage
<b>Local Bus</b>	Approximately 800 to 1,360 feet on grades less than or equal to 10%; stops may be as close as 500 feet on grades over 10%.
<b>Specialized</b>	Case-by-case

\* Rail technology limits operation to grades under 10 percent. Not applicable to Cable Car.

### f. Passenger Loads

We look at the number of crowded trips when evaluating passenger loads. For the rail fleet, since most of the rail fleet is designed for mostly standing passengers, the agency considers higher load factors to be more acceptable.

#### Rubber-Tire Fleet Load Standards

In 2017 the SFMTA updated the rubber-tire load methodology to better align with industry standards and vehicle layouts. The updated methodology also takes into consideration San Francisco's dense urban area with relatively short trip lengths and all-door boardings. The average maximum load is calculated using 4.5 square feet per standing passenger and the crowding capacity is calculated assuming 3.0 square feet per standing passenger.



Table 7 Passenger Load Standards – Bus

Vehicle Type	Average Maximum Load		Crowding Capacity	
	Total Passengers	Load Factor	Total Passengers	Load Factor
<b>32' Bus</b>	33	1.40	38	1.60
<b>40' Bus</b>	44	1.45	51	1.65
<b>60' Bus</b>	69	1.55	81	1.85

### **Rail Load Standards**

In 2019 the SFMTA revised the guidelines for evaluating passenger loads on rail vehicles. The planning capacity is calculated using 3.7 square feet per standing passenger and the crowding capacity is calculated assuming 2.7 square feet per standing passenger.

Table 8 Load Factors by Vehicle Type – Rail

Vehicle Type	Planning Capacity		Crowding Capacity	
	Total Passengers	Load Factor	Total Passengers	Load Factor
<b>Light Rail Vehicle</b>	139	2.3	168	2.8
<b>Streetcar</b>	69	2.1	82	2.5
<b>Cable Car (Powell)</b>	52	1.7	55	1.8
<b>Cable Car (California)</b>	60	1.7	63	1.8

## ii. Service Policies

Service Policies have been developed for vehicle assignment and transit amenities.

### **a. Vehicle Assignment**

Vehicle assignment refers to the process by which transit vehicles are placed into service throughout the SFMTA's system and is intended to ensure that older/dirtier (environmentally) vehicles are not concentrated in communities with a larger proportion of BIPOC and low-income populations.

Prior to the pandemic, Muni provided transportation to about 700,000 passengers on an average weekday while generating less than 1% of citywide emissions. SFMTA's fleet is the greenest of any large transit agency in North America. Additionally, the fleet of rail and bus vehicles is among the most diverse in the world, with light rail vehicles, cable cars, historic streetcars, electric trolley coaches and hybrid electric motor coaches. Muni is also currently modernizing its rubber-tire and light rail fleets to increase reliability, enhance capacity and reduce emissions.

The SFMTA has five bus facilities, three rail facilities, and one cable car facility. The facilities are as follows:



Table 9 Vehicle Types by Fleet Facility

Fleet Facility	Vehicle Type(s)
<b>Flynn Division</b>	60-foot Motor Coaches (all hybrid-electric renewable diesel)
<b>Islais Creek Division</b>	60-foot Motor Coaches (all hybrid-electric renewable diesel)
<b>Kirkland Division</b>	40-foot Motor Coaches (all hybrid-electric renewable diesel)
<b>Potrero Division</b>	40-foot/60-foot Trolley Coaches (zero emissions)
<b>Presidio Division</b>	40-foot Trolley Coaches (zero emissions)
<b>Woods Division</b>	32-foot/40-foot Motor Coaches (97% hybrid, 3% electric)
<b>Green Division</b>	Light Rail Vehicles (zero emissions)
<b>Metro East Division</b>	Light Rail Vehicles (zero emissions)
<b>Beach Division</b>	Historic Streetcars (zero emissions)
<b>Cable Car Division</b>	Cable Cars (zero emissions)

The SFMTA policy is to assign vehicles in a manner that prevents discrimination to BIPOC and low-income communities and considers technical criteria including peak load factors, route type, physical route characteristics such as street widths and grades, required headways, vehicle availability and transit operator availability. Smaller 32-foot motor coaches are typically assigned to Connector routes that serve neighborhoods with steep grades, tighter turning radii and narrower clearances, as well as lighter passenger loads. The largest buses (60-foot articulated motor and trolley coaches) are typically assigned to routes serving major corridors carrying high passenger loads.

The SFMTA has both articulated motor coaches and trolley coaches available for service and has established the following evaluation criteria for determining whether articulated coaches should be assigned to a route:

- Articulated coaches will be deployed on routes if they can meet demand at equal or lower operating costs as compared to standard coaches
- Articulated coaches will be considered for routes that experience consistent crowding (i.e., the load factor exceeds the standard maximum during several 15-minute periods)
- Articulated trolley coaches are restricted to routes with grades that do not exceed 10 percent.

### ***b. Transit Amenities***

Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Pursuant to FTA C 4702.1B, Chapter IV-6(b)(1), fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system and may have different policies for the different modes of service that are provided. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users



have equal access to these amenities. This section also states that this policy does not apply to transit providers that do not have decision-making authority over the siting of transit amenities.

To the extent location and distribution of a particular transit amenity is within the control of the SFMTA, it is agency policy that amenities are distributed throughout the transit system so that all customers have equal access to these amenities, without regard to race, color, or national origin. As noted previously, although not an FTA requirement, the SFMTA also considers income status when assessing equal access. The primary types of stop amenities currently provided include basic informational amenities (which typically refers to signs or painted markings indicating the location of stops and providing information about lines serving stops) and amenities that enhance the waiting environment (such as transit shelters, real-time vehicle arrival information displays and expanded boarding or seating areas). The SFMTA has decision-making authority over the siting of the above-named transit amenities with the exception of transit shelters (and real-time vehicle arrival information displays, which are installed in shelters with power), as siting of shelters is subject to an approval process controlled by the City's Department of Public Works. Below is a description of amenities and the SFMTA's standards for distributing said amenities system-wide.

**Stop Markings and Flags** - There are nearly 3,500 transit stops in the Muni service area. Every Muni transit stop should have a marking or sign indicating the route(s) that serve the stop. Stops may be marked by one or more of the following: painted on-street bus zones; painted red curbs along sidewalk bulb-outs; painted markings on street poles; painted markings on street surfaces; flag signage with the route information and hours of service; transit shelters with system maps and route information. In 2017 the SFMTA designed a new flag sign and is currently rolling out the installation of the new signs at every surface transit stop in the Muni system. The new designs include route number, hours of operation, destination and accessibility information.

**Stop IDs** - All transit stops have a unique five digit stop identification number to be used by customers to access real-time vehicle arrival predictions and information about planned service changes. Real-time vehicle arrival predictions can be easily accessed by using the stop ID number and calling the City's 311 multilingual customer information line or accessing the information online via the NextBus website.

**Transit Shelters and System Maps** - The SFMTA has approximately 1,200 transit shelters distributed at transit stops throughout the Muni service area. In addition to providing weather protection, most transit shelters include lighting, transit system maps and seating. Transit shelters are installed and maintained through a contract with Clear Channel Outdoor, Inc. The shelter contract was recently upgraded to require each shelter be cleaned three times per week.

While the SFMTA can initiate the process to request new shelters, including providing supporting information, final siting approval resides with the City's Department of Public Works (DPW), which must issue an encroachment permit for installation. DPW takes into account environment constraints, such as, sidewalks that are too narrow to allow access required by Federal and State law, and sidewalk obstacles such as trees, fire hydrants and sub-sidewalk basements that can impact the installation of a shelter. In



addition, the permit process requires either a public hearing or the consent of all fronting property owners within 100 feet of the proposed site. Objections can trigger denial of the permit.

Because it lacks decision-making authority over the siting of shelters, the SFMTA is not required to have a siting policy in place or to include them in their service monitoring exercise, but to the extent possible, the SFMTA strives to provide transit shelters in as many locations as possible system-wide to ensure that all customers benefit equally from their placement, with a goal of having shelters at all stops with more than 125 boardings per day.

It is the policy of the SFMTA to keep shelters that have already been installed in place and will only consider the removal of a transit shelter if it is causing a hazard or is creating an ADA access issue. Removal requests are preceded by an SFMTA public hearing and final determination will be made by the SFMTA's Director of Transportation.

**Real-Time Arrival Predictions** – Through the stop ID program, customers can access real-time arrival predictions at all stops by calling 311 or accessing predictions on-line. Additionally, over 700 locations have electronic informational displays that provide real-time vehicle arrival information to waiting customers. The shelters also include a Push-to-Talk system to read the real-time arrival information for those who are visually impaired. The light rail stations also have electronic informational displays that display real-time vehicle arrival information. Audio announcements are also made to accommodate the needs of customers with visual impairments. SFMTA's goal is to install real-time displays at all stops with shelters but distribution is subject to availability of power at those locations.

**Amenities at Underground Metro Rail Stations** - It is policy that all of the SFMTA's underground stations provide access between platforms, main station areas and streets via elevators and escalators. This provides access to persons with disabilities and others who may have difficulty using stairs. System maps and real-time vehicle-arrival time and destination information is provided by digital displays and an automated-voice information system. SFMTA underground stations are staffed by agents who can provide information and assistance to customers.

Table 10 Distribution of Transit Amenities

Route Type	Stop Markings and Flags	Stop IDs	Shelters and System Maps*	NextBus	Station
Muni Metro	All stops	All stops	Located throughout transit system with priority locations of a minimum of 125 boardings per day	At shelters where electricity is available	Underground rail only



Route Type	Stop Markings and Flags	Stop IDs	Shelters and System Maps*	NextBus	Station
<b>Rapid &amp; Local Frequent</b>	All stops	All stops	Located throughout transit system with priority locations of a minimum of 125 boardings per day	At shelters where electricity is available	n/a
<b>Grid</b>	All stops	All stops	Located throughout transit system with priority locations of a minimum of 125 boardings per day	At shelters where electricity is available	n/a
<b>Connector</b>	All stops	All stops	Located throughout transit system with priority locations of a minimum of 125 boardings per day	At shelters where electricity is available	n/a
<b>Specialized</b>	All stops	All stops	Located throughout transit system with priority locations of a minimum of 125 boardings per day	At shelters where electricity is available	n/a
<b>Owl</b>	All stops	All stops	Located throughout transit system with priority locations of a minimum of 125 boardings per day	At shelters where electricity is available	n/a

\* Due to space constraints, shelters on boarding islands typically do not include seating; most other SFMTA shelters do include seating. SFMTA does not typically provide standalone benches at transit stops.

### 3.2 Demographic Analysis of Service Area

The Muni service area comprises the City and County of San Francisco. Short segments of a few Muni routes operate within San Mateo County. For the purpose of this analysis, the service area consists of all census block groups in the City and County of San Francisco. Demographic information was gathered by



census block group from the five-year estimated 2016-2020 American Community Survey Census Data (2020 ACS).

#### **Minority Census Block Groups Definition**

As an agency, the SFMTA is dedicating efforts to continuous process improvement and sustained racial equity and culturally affirming. For the purposes of this program update, the SFMTA follows the terminology contained in the FTA Circular (e.g. minority and non-minority) and incorporates the agency's preferred terms, Black, Indigenous and other People of Color (BIPOC) where contextually appropriate. The SFMTA considers individuals to be BIPOC who self-identify as any race/ethnicity other than White, Not Hispanic or Latino. Individuals who self-identify as multi-racial including White, are also considered to be BIPOC. The City and County of San Francisco's BIPOC population comprises 60% of its residents. As a result, census block groups where the proportion of residents who self-identify as BIPOC is equal to or greater than the proportion for the service area (60%) are categorized as minority census block groups.

#### **Low Income Census Block Groups Definition**

SFMTA defines low-income households as households whose total income is below 200% of the federal poverty level per household size. The City and County of San Francisco's low-income population comprises 20% of its total residents. As a result, census block groups where the proportion of the low-income population is equal to or greater than the proportion for the service area (20%) are categorized as low-income census block groups.

Table 11 2020 Federal Poverty Guidelines by Household Size

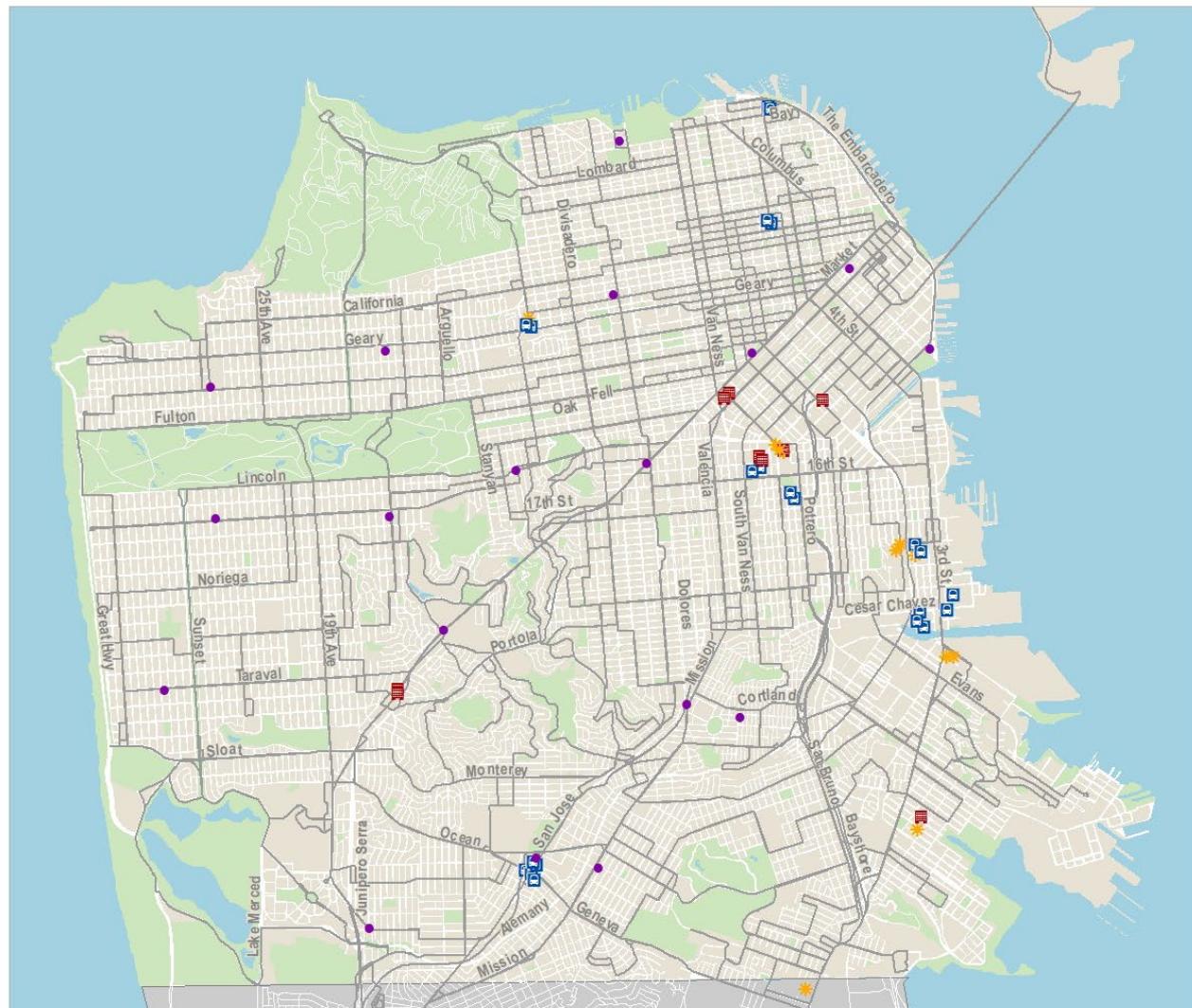
Household Size	Poverty Guideline	200% of Poverty Guideline
1	\$12,760	\$25,520
2	\$17,240	\$34,480
3	\$21,720	\$43,440
4	\$26,200	\$52,400
5	\$30,680	\$61,360
6	\$35,160	\$70,320
<b>7+ add for each additional household member</b>	+\$4,480	+\$8,960

#### **Demographic and Service Profile Maps**

The following maps show SFMTA's general service area with transit services, facilities, major activity centers, and planned projects with demographic information.



Map 1 SFMTA Transit Services and Location of Facilities



## Muni Facilities

October 2022

### Facility Type

- Administrative Buildings
- Depot (Division: Maintenance and Operations)
- ★ Maintenance Shops
- Substations
- Muni Lines and Routes



1

miles

Scale 1:50,000

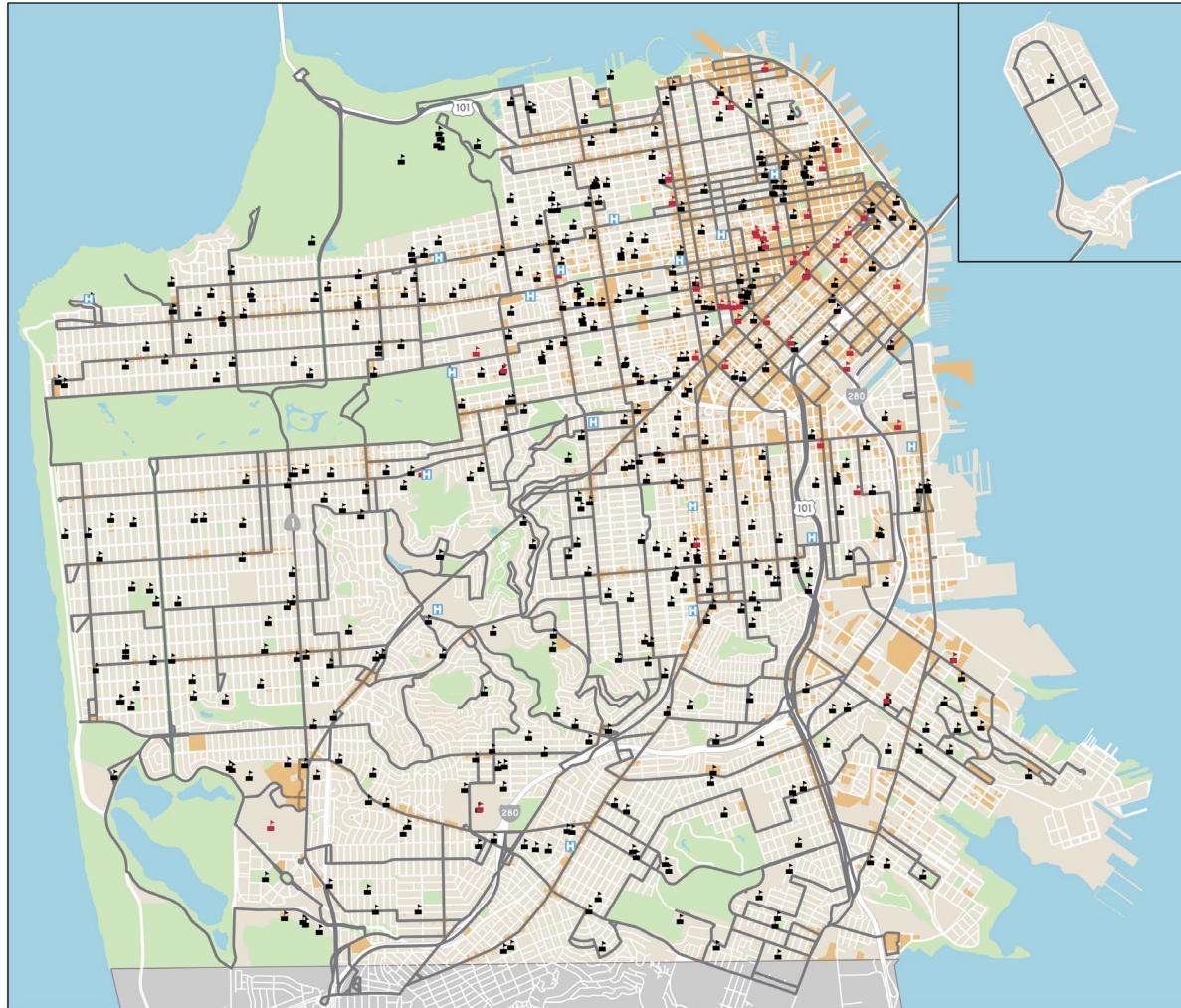
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Map 2 Basemap of Service Area



## Muni Service Area

Basemap

October 2022

- Hospitals
- Colleges
- Schools
- Major Activity Centers
- Muni Lines and Routes

Scale 1:50,000

Date Saved: 10/19/2022

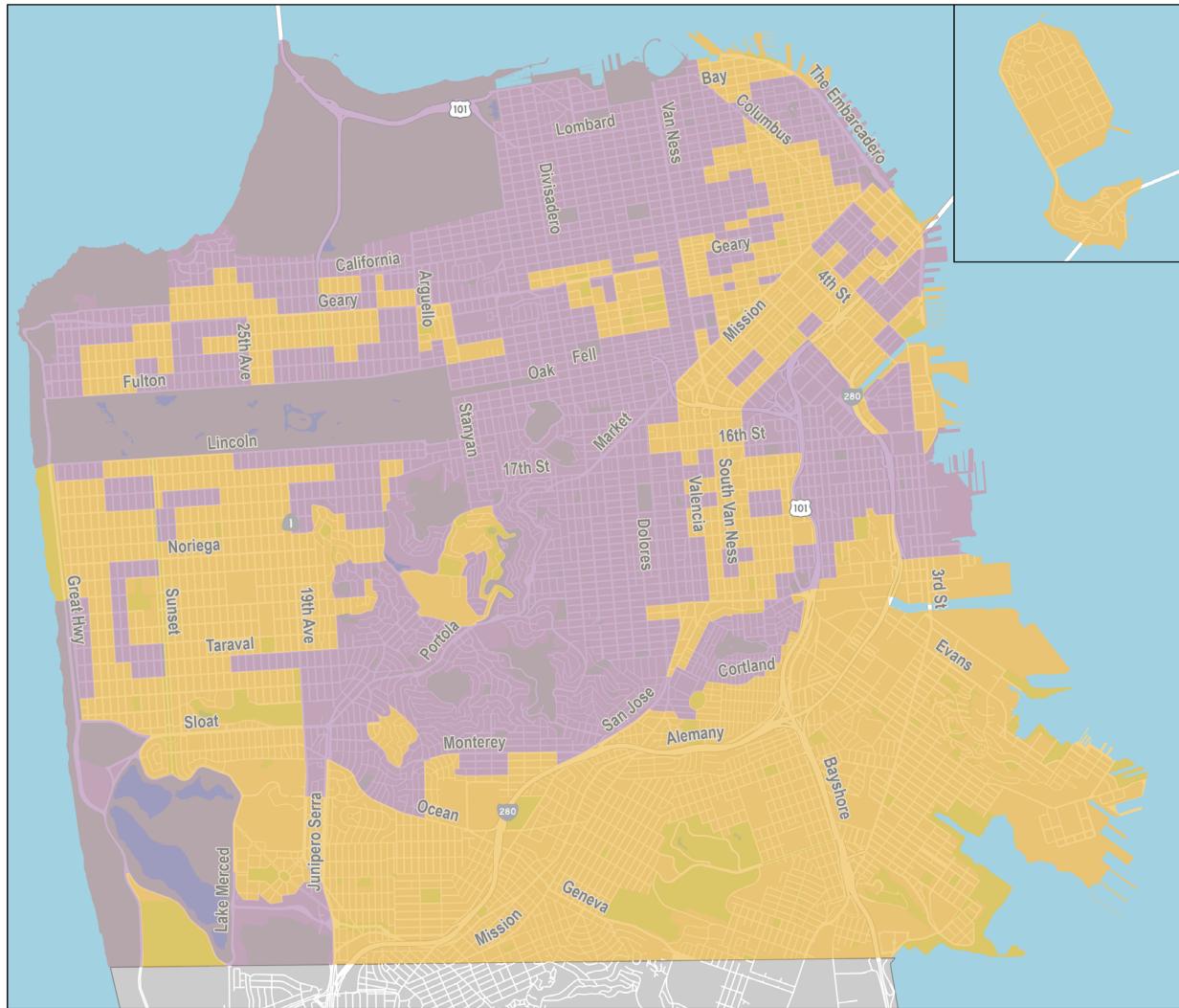
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Map 3 Minority Census Block Groups in Service Area



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User Name: JCGarcia

## Minority Block Groups

October 2022

In the 2020 American Community Survey, 60% of San Francisco residents self-identified as Black, Indigenous or Other People of Color (BIPOC). This map highlights census-defined block groups where the proportion of the BIPOC population is greater than 60%.

Source: ACS 2016-2020 Five-Year Estimates (Dataset B03002)

### Minority Census Block Groups

- Non-Minority
- Minority

1 miles

Scale 1:50,000

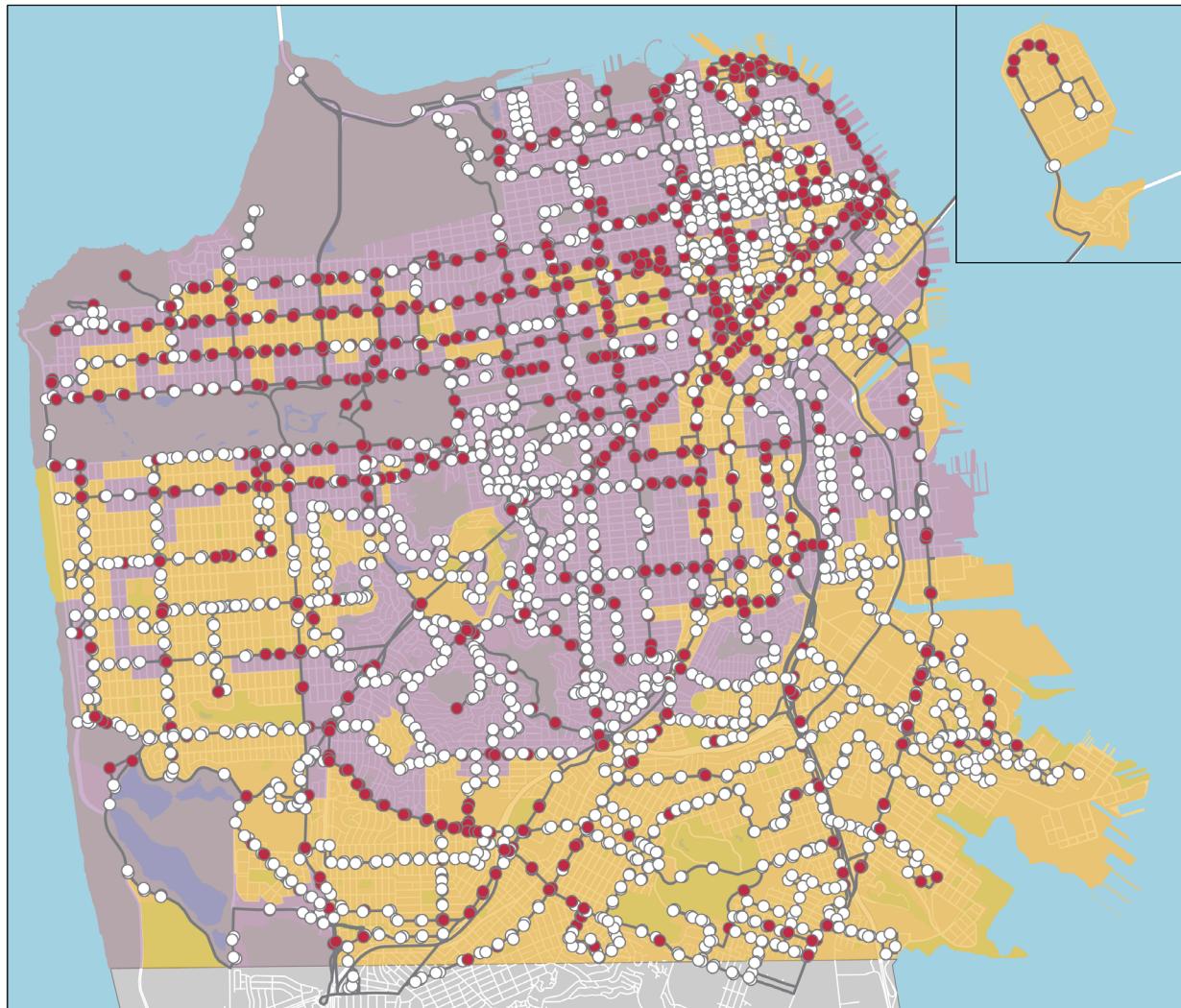
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Map 4 Transit Access to Minority Census Block Groups



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## Muni Service Area

Routes, Stops and Minority Census Block Groups  
December 2022

In the 2020 American Community Survey, 60% of San Francisco residents self-identified as a person of color. This map highlights census-defined block groups where the proportion of Black, Indigenous and other People of Color (BIPOC) is greater than 60% and the Muni service to those areas.

Source: ACS 2016-2020 Five-Year Estimates (Dataset B03002)

### Muni Stops

- Shelters
- Stops

### Muni Routes

~~~~~ Muni Lines and Routes

### Minority Census Block Groups

- Non-Minority
- Minority



Scale 1:50,000

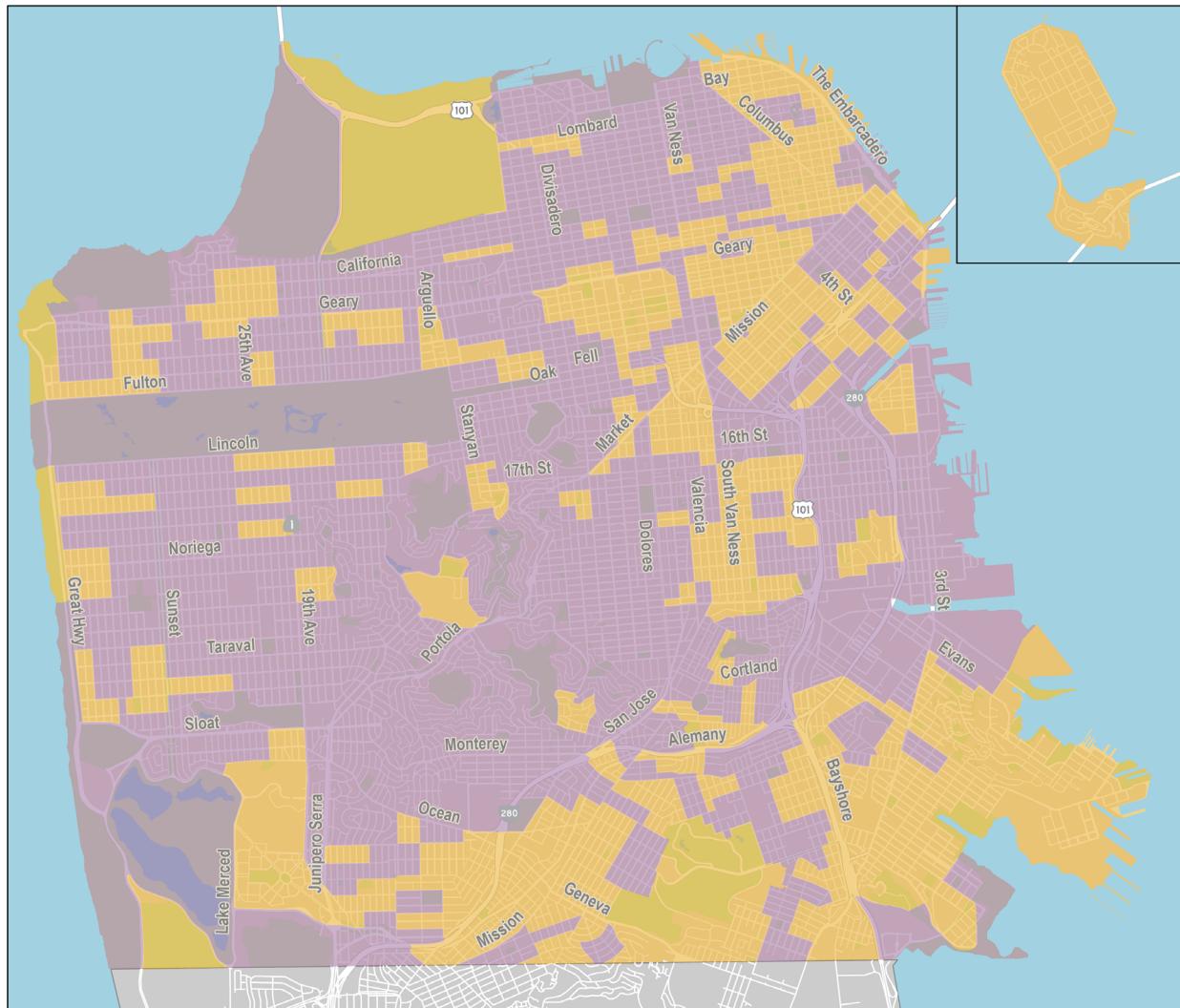
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Map 5 Low-Income Census Block Groups in Service Area



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User Name: jshofe

## Low-Income Block Groups

October 2022

In the 2020 American Community Survey, 20% of San Francisco residents self-identified as living in a low-income household, defined as living on less than 200% of the federal poverty level. This map highlights census-defined block groups where the proportion of low-income households is greater than 20%.

Source: ACS 2016-2020 Five-Year Estimates (Dataset C17002)

### Low-Income Block Groups

- Non-Low-Income
- Low-Income



Scale 1:50,000

Date Saved: 10/20/2022

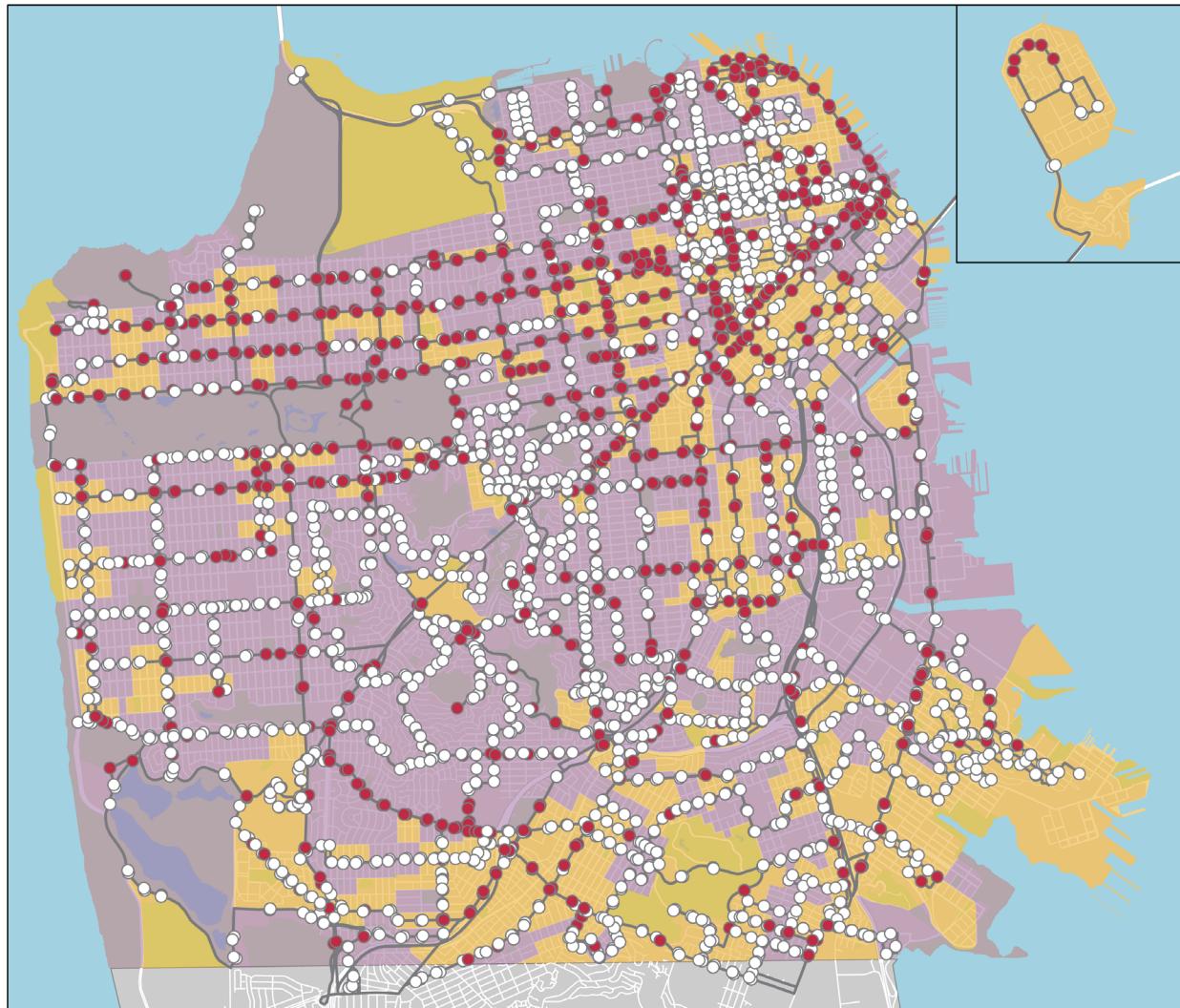
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Map 6 Transit Access to Low-Income Census Block Group



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## Muni Service Area

### Routes, Stops and Low-Income Areas

October 2022

In the 2020 American Community Survey, 20% of San Francisco residents self-identified as living in a low-income household, defined as living on less than 200% of the federal poverty level. This map highlights census-defined block groups where the proportion of low-income households is greater than 20% and the Muni service to those areas.

Source: ACS 2016-2020 Five-Year Estimates (Dataset C17002)

#### Muni Stops

- Shelters
- Stops

#### Muni Routes

- ~~~~~ Muni Lines and Routes

#### Low-Income Block Groups

- Non-Low-Income
- Low-Income



Scale 1:50,000

Date Saved: 10/20/2022

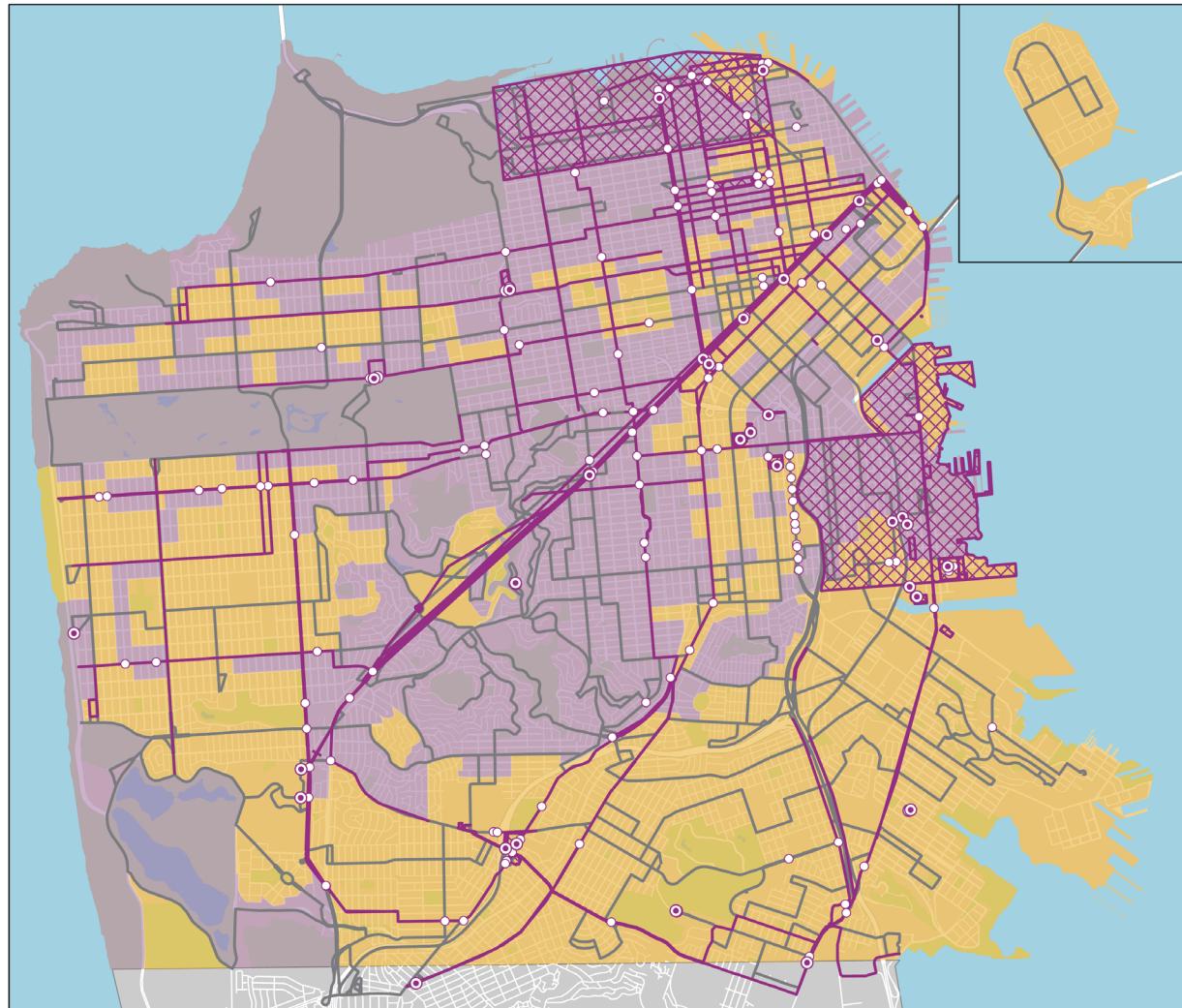
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Map 7 SFMTA's 5-Year Plan Projects and Minority Census Block Groups



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## Planned Projects

Transit Projects and Minority Block Groups  
October 2022

This map shows transit projects in the SFMTA Capital Improvement Program to be implemented or completed in the 2023-27 program cycle. Projects shown include transit station accessibility enhancements, stop improvements, depot and maintenance facility upgrades and study areas for future transit improvements.

Source: SFMTA CIP Report for FY 2023-27

### Capital Improvements Program Projects

- Muni Station, Depot and Facility Improvements
- Muni Stop Improvements
- ~ Muni Service Improvements
- Muni Project Study Areas

### Muni Routes

- ~~~~ Muni Lines and Routes

### Minority Census Block Groups

- Non-Minority
- Minority



Scale 1:50,000

Date Saved: 12/29/2022

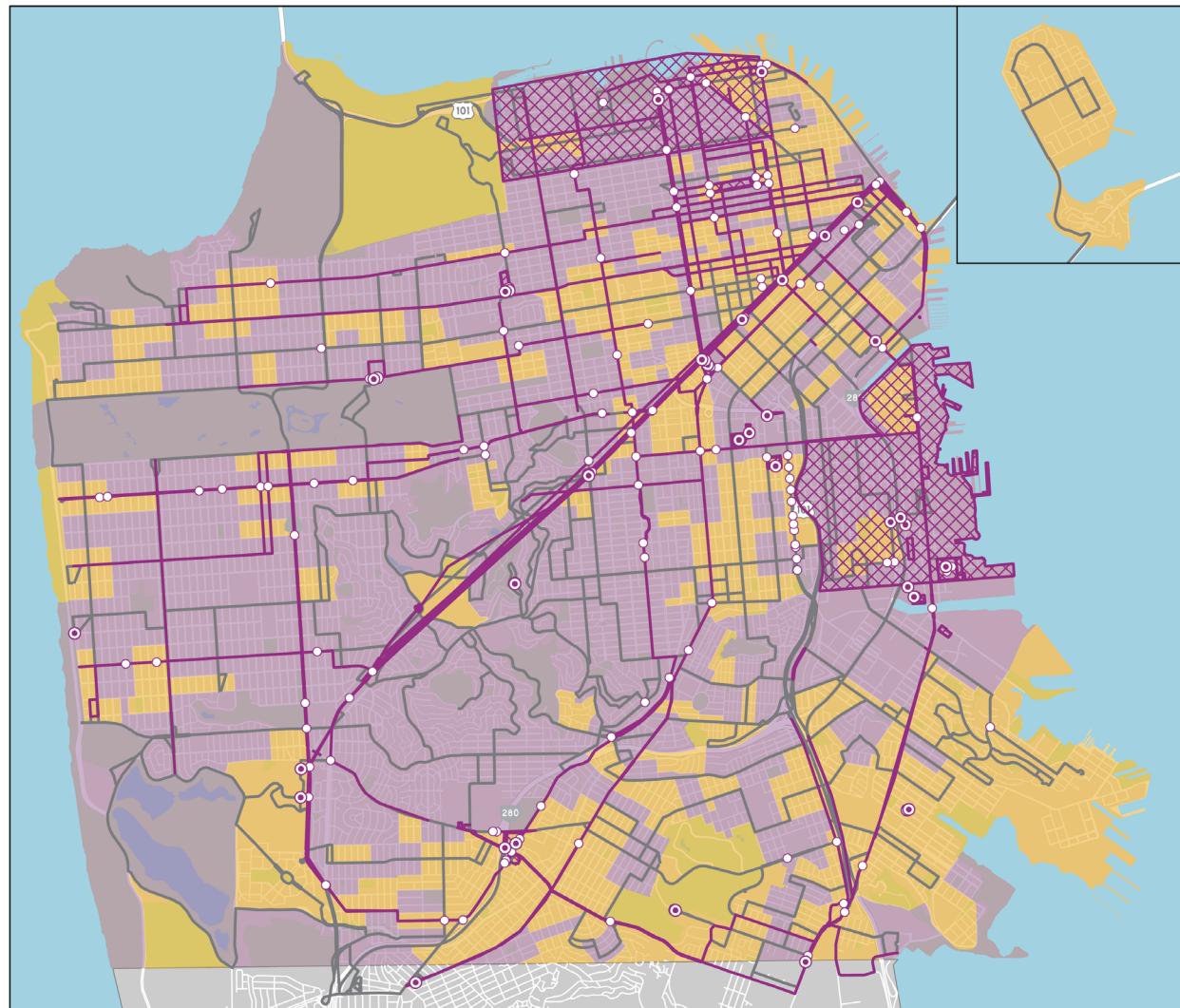
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Map 8 SFMTA's 5-Year Plan Projects and Low-Income Census Block Groups



## Planned Projects

Transit Projects and Low-Income Populations  
October 2022

This map shows transit projects in the SFMTA Capital Improvement Program to be implemented or completed in the 2023-27 program cycle. Projects shown include transit station accessibility enhancements, stop improvements, depot and maintenance facility upgrades, and study areas for future transit improvements.

Source: SFMTA CIP Report for FY 2023-27

### Capital Improvements Program Projects

- Muni Station, Depot and Facility Improvements
- Muni Stop Improvements
- ✓ Muni Service Improvements
- ☒ Muni Project Study Areas

### Muni Routes

- ~~~~~ Muni Lines and Routes

### Low-Income Block Groups

- Non-Low-Income
- Low-Income



Scale 1:50,000

Date Saved: 10/20/2022

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### 3.3 Customer Demographics and Travel Patterns

For the Title VI service standards and policies monitoring exercises, the SFMTA has historically classified transit routes using on-board customer survey data rather than census data. The last on-board survey was conducted between 2016-2017. Under regular circumstances, the SFMTA conducts an on-board survey of Muni customers every five years. Due to the COVID-19 pandemic and its impact on ridership levels, which have not sufficiently recovered to support such an effort, the SFMTA was unable to conduct another on-board survey during the timeframe of this report.

In the time since the last survey was conducted, the pandemic has significantly impacted travel patterns and ridership. In addition, the SFMTA has introduced new routes and made significant changes to existing routes to be more responsive to riders and the agency's resources. While the SFMTA has historically found on-board ridership data to be the most representative of ridership, at this time, relying on the previous on-board survey data would be even less representative of each route's ridership demographics due to the significant changes that have occurred. For these reasons, the monitoring exercises in this program update rely on the five-year estimated 2016-2020 American Community Survey Census Data (2020 ACS) to classify routes.

Based on the COVID-19 guidelines issued by the FTA, the SFMTA requested relief from the demographic data collection requirements during the COVID-19 public health emergency and is planning on conducting a new on-board survey in the near future as service continues to be restored and ridership becomes more stabilized.

#### **Minority and Low-Income Route Classifications**

The 2020 ACS data shows 60% of San Francisco residents self-identified as BIPOC and 20% of residents reported that they live in a low-income household (a household living at less than 200% of the Federal poverty level). Routes that travel through census blocks with equal to or more residents who self-identify as BIPOC than the systemwide 60% were classified as minority transit routes. Routes that travel through census blocks with equal to or more residents in low-income households than the systemwide 20% were classified as low-income transit routes.

### 3.4 Major Service Change, Disparate Impact, and Disproportionate Burden Policies

On August 20, 2013, the SFMTA Board reviewed and approved the Agency's major service change, disparate impact and disproportionate burden policies (MTAB Resolution 13-192) after extensive public outreach, in accordance with FTA Circular 4702.1B, issued on October 1, 2012.

All major changes in transit service are subject to a Title VI Equity Analysis prior to SFMTA Board approval of the service change.

## i. Major Service Change Policy

The SFMTA defines a major service change as a change in transit service that would be in effect for more than a 12-month period and that would consist of any of the following criteria:

- A schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more implemented at one time or over a rolling 24-month period;
- A schedule change on a route with 25 or more one-way trips per day resulting in:
  - Adding or eliminating a route;
  - A change in annual revenue hours on the route of 25 percent or more;
  - A change in the daily span of service on the route of three hours or more; or
  - A change in route-miles of 25 percent or more, where the route moves more than a quarter mile.

Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.

- The implementation of a New Start, Small Start, or other new fixed guideway capital project, regardless of whether the proposed changes to existing service meet any of the criteria for a service change described above

## ii. Disparate Impact Policy

This policy establishes a threshold for determining whether a facially neutral policy or practice has a disparate impact on minority populations. Per FTA Circular 4702.1B:

*Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin...*

*The policy shall establish a threshold for determining when adverse effects of [fare/] service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.*

After an extensive multilingual public outreach process, the SFMTA Board of Directors approved the following Disparate Impact Policy:

*Disparate Impact Policy determines the point (“threshold”) when adverse effects of fare or service changes are borne disproportionately by minority populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disparate impact on minority populations if the difference between the percentage of the minority population impacted by the changes and the percentage of the minority population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively.*

### iii. Disproportionate Burden Policy

This policy establishes a threshold for determining whether a facially neutral policy or practice has a disproportionate burden on low-income populations versus non-low-income populations. Per FTA Circular 4702.1B:

*The policy shall establish a threshold for determining when adverse effects of [fare/] service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations.... The disproportionate burden threshold must be applied uniformly... and cannot be altered until the next [Title VI] program submission.... At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed fare[/service] change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable. The transit provider should describe alternatives available to low-income populations affected by the fare[/service] changes.*

Following the same multilingual public outreach process cited above, the SFMTA Board of Directors approved the following Disproportionate Burden Policy:

*Disproportionate Burden Policy determines the point when adverse effects of fare or service changes are borne disproportionately by low-income populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disproportionate burden on low-income populations if the difference between the percentage of the low-income population impacted by the changes and the percentage of the low-income population system-wide is eight percentage points or more. Packages of major service changes across*



***multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively***

#### iv. Adverse Effect

Based on the SFMTA Board approved policies of Major Service Changes, Disparate Impact, and Disproportionate Burden, staff used these policies to define the definition of an adverse effect. According to the Title VI Circular, “an adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant.”

The SFMTA has determined that an adverse effect is found if any one of the following occur:

- A system-wide change (or series of changes) in annual revenue hours of five percent or more proposed at one time or over a rolling 24-month period;
- A route is added or eliminated;
- Annual revenue hours on a route are changed by 25 percent or more;
- The daily span of service on the route is changed three hours or more; or
- Route-miles are changed 25 percent or more, where the route moves more than a quarter mile.

And

- The proposed changes negatively impact minority and low-income populations.

Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.

#### v. Public Outreach Process

As part of the SFMTA’s process to develop the above policies, SFMTA conducted a multilingual stakeholder outreach campaign to receive input on the proposed policies and engage the public in the decision-making process for adoption of these policies by the SFMTA Board. This effort included presentations to the SFMTA Citizens Advisory Council (CAC) and Muni Accessible Advisory Committee (MAAC), as well as two public workshops. The workshops were promoted through email, telephone calls to community groups and in nine languages on the SFMTA website. Outreach was also targeted to approximately 30 Community Based Organizations and transportation advocates with broad representation among low-income and BIPOC communities. Staff also offered to meet with some community groups if they were unable to attend the public workshops.

These workshops and presentations were held at the following dates and times:

##### Public Workshops

- Saturday, June 22, 2013 from 10:30 AM to 12:00 PM at 1 South Van Ness Avenue



- Tuesday, June 25, 2013 from 6:30 PM to 8:00 PM at 1 South Van Ness Avenue

#### Presentations

- Citizen's Advisory Council, Thursday, June 6 and Thursday, July 11, 2013
- Muni Accessible Advisory Committee, Thursday, June 20, 2013
- Policy and Governance Committee, Friday, June 21, 2013

In addition, staff presented the Title VI recommendations at the SFMTA Board of Directors meeting on Tuesday, July 16, 2013. At that meeting the Board continued the item, in part to allow staff time to meet with stakeholders who had submitted written comments. After additional outreach was performed, the SFMTA Board of Directors approved the Title VI recommendations on August 20, 2013 as Resolution 13-192.

#### vi. Board Resolution

SFMTA Board of Directors Resolution 13-192 approving the Agency's major service change, disparate impact, and disproportionate burden policies is attached as Appendix I.

### 3.5 Service Monitoring

The purpose of the service monitoring exercise is to confirm that performance on routes heavily used by riders who self-identify as BIPOC is comparable or better than other routes. The FTA Circular 4702.1B only requires that transit agencies evaluate the performance of minority routes; however, SFMTA also conducted this analysis for low-income routes as a best practice. Relative performance was evaluated for vehicle load, on-time performance, vehicle headway, and service availability. Per the Circular, the monitoring exercise also evaluated how vehicles are assigned to each route and the equity of transit amenity placement.

#### **Monitoring of System-wide Service Standards**

Performance of minority and low-income classified routes were compared to the performance of non-minority and non-low-income classified routes based on the SFMTA's service standards detailed in Section 3.1. The differences in performance were evaluated to determine if a disparate impact or disproportionate burden exists for minority or low-income classified routes based on each of the following service standards:

- Vehicle Load
- On-Time Performance
- Policy Headways
- Service Availability

#### **Monitoring of System-wide Service Policies**

Minority and Low-Income routes and stops were compared to Non-Minority and Non-Low-Income routes and stops based on the SFMTA's service policies detailed in Section 3.1. For each of the following policies, all routes and stops were analyzed based on the following service policies:



- Vehicle Assignment
- Transit Amenities

For transit amenities, the monitoring exercise evaluated amenities by stop rather than route. 2020 ACS census data was used at the block group level to determine the stop-level demographic profile. Stops located in census block groups where the proportion of the BIPOC population is equal to or greater than the service area (60%) were considered minority stops. Stops located in census block groups where the proportion of the low-income population is equal to or greater than the service area (20%) were considered low-income stops.

SFMTA currently operates 60<sup>2</sup> routes, which range from 24-hour frequent service routes, to infrequent community routes. For the purposes of the service monitoring, routes were grouped into service categories, as defined in Section 3.1, in order to compare routes with similar roles in the network.

Table 12 Route Classifications Based on 2020 ACS

| Route Name                              | Service Category | % BIPOC | Minority Route Classification | % Low Income | Low Income Route Classification |
|-----------------------------------------|------------------|---------|-------------------------------|--------------|---------------------------------|
| <b>1 California</b>                     | Frequent         | 52%     | Non-Minority                  | 20%          | Non-Low-Income                  |
| <b>2 Sutter</b>                         | Grid             | 54%     | Non-Minority                  | 28%          | Low-Income                      |
| <b>5 Fulton</b>                         | Grid             | 58%     | Non-Minority                  | 27%          | Low-Income                      |
| <b>6 Haight-Parnassus</b>               | Grid             | 53%     | Non-Minority                  | 21%          | Low-Income                      |
| <b>7 Haight-Noriega</b>                 | Frequent         | 58%     | Non-Minority                  | 21%          | Low-Income                      |
| <b>8 Bayshore</b>                       | Frequent         | 80%     | Minority                      | 31%          | Low-Income                      |
| <b>9 San Bruno</b>                      | Frequent         | 76%     | Minority                      | 28%          | Low-Income                      |
| <b>12 Folsom-Pacific</b>                | Grid             | 63%     | Minority                      | 27%          | Low-Income                      |
| <b>14 Mission</b>                       | Frequent         | 71%     | Minority                      | 25%          | Low-Income                      |
| <b>15 Bayview Hunters Point Express</b> | Grid             | 78%     | Minority                      | 35%          | Low-Income                      |
| <b>18 46th Avenue</b>                   | Grid             | 63%     | Minority                      | 18%          | Non-Low-Income                  |
| <b>19 Polk</b>                          | Grid             | 58%     | Non-Minority                  | 29%          | Low-Income                      |
| <b>21 Hayes</b>                         | Grid             | 52%     | Non-Minority                  | 24%          | Low-Income                      |
| <b>22 Fillmore</b>                      | Frequent         | 47%     | Non-Minority                  | 20%          | Non-Low-Income                  |
| <b>23 Monterey</b>                      | Grid             | 69%     | Minority                      | 18%          | Non-Low-Income                  |
| <b>24 Divisadero</b>                    | Frequent         | 44%     | Non-Minority                  | 14%          | Non-Low-Income                  |
| <b>25 Treasure Island</b>               | Connector        | 61%     | Minority                      | 33%          | Low-Income                      |
| <b>27 Bryant</b>                        | Grid             | 60%     | Non-Minority                  | 28%          | Low-Income                      |
| <b>28 19th Avenue</b>                   | Frequent         | 53%     | Non-Minority                  | 15%          | Non-Low-Income                  |
| <b>29 Sunset</b>                        | Grid             | 75%     | Minority                      | 21%          | Low-Income                      |
| <b>30 Stockton</b>                      | Frequent         | 53%     | Non-Minority                  | 26%          | Low-Income                      |
| <b>31 Balboa</b>                        | Grid             | 61%     | Minority                      | 28%          | Low-Income                      |

<sup>2</sup> The 10 Townsend and 28R 19<sup>th</sup> Ave Rapid routes are currently not in service due to a transit operator shortage the SFMTA is facing. Once these routes are restored the SFMTA will operate 62 routes.



| Route Name                           | Service Category | % BIPOC | Minority Route Classification | % Low Income | Low Income Route Classification |
|--------------------------------------|------------------|---------|-------------------------------|--------------|---------------------------------|
| <b>33 Ashbury-18th St</b>            | Grid             | 44%     | Non-Minority                  | 15%          | Non-Low-Income                  |
| <b>35 Eureka</b>                     | Connector        | 37%     | Non-Minority                  | 12%          | Non-Low-Income                  |
| <b>36 Teresita</b>                   | Connector        | 52%     | Non-Minority                  | 13%          | Non-Low-Income                  |
| <b>37 Corbett</b>                    | Connector        | 33%     | Non-Minority                  | 13%          | Non-Low-Income                  |
| <b>38 Geary</b>                      | Frequent         | 60%     | Minority                      | 25%          | Low-Income                      |
| <b>39 Coit</b>                       | Connector        | 63%     | Minority                      | 33%          | Low-Income                      |
| <b>43 Masonic</b>                    | Grid             | 51%     | Non-Minority                  | 15%          | Non-Low-Income                  |
| <b>44 O'Shaughnessy</b>              | Grid             | 69%     | Minority                      | 20%          | Non-Low-Income                  |
| <b>45 Union-Stockton</b>             | Grid             | 53%     | Non-Minority                  | 25%          | Low-Income                      |
| <b>48 Quintara-24th Street</b>       | Grid             | 55%     | Non-Minority                  | 16%          | Non-Low-Income                  |
| <b>49 Van Ness-Mission</b>           | Frequent         | 59%     | Non-Minority                  | 21%          | Low-Income                      |
| <b>52 Excelsior</b>                  | Connector        | 67%     | Minority                      | 17%          | Non-Low-Income                  |
| <b>54 Felton</b>                     | Grid             | 89%     | Minority                      | 25%          | Low-Income                      |
| <b>55 Dogpatch</b>                   | Connector        | 53%     | Non-Minority                  | 17%          | Non-Low-Income                  |
| <b>56 Rutland</b>                    | Connector        | 90%     | Minority                      | 25%          | Low-Income                      |
| <b>57 Parkmerced</b>                 | Connector        | 68%     | Minority                      | 24%          | Low-Income                      |
| <b>58 Lake Merced</b>                | Connector        | 77%     | Minority                      | 22%          | Low-Income                      |
| <b>66 Quintara</b>                   | Connector        | 66%     | Minority                      | 13%          | Non-Low-Income                  |
| <b>67 Bernal Heights</b>             | Connector        | 65%     | Minority                      | 22%          | Low-Income                      |
| <b>14R Mission Rapid</b>             | Rapid            | 72%     | Minority                      | 24%          | Low-Income                      |
| <b>38R Geary Rapid</b>               | Rapid            | 60%     | Minority                      | 26%          | Low-Income                      |
| <b>5R Fulton Rapid</b>               | Rapid            | 58%     | Non-Minority                  | 27%          | Low-Income                      |
| <b>8AX Bayshore A Express</b>        | Specialized      | 78%     | Minority                      | 34%          | Low-Income                      |
| <b>8BX Bayshore B Express</b>        | Specialized      | 78%     | Minority                      | 32%          | Low-Income                      |
| <b>9R San Bruno Rapid</b>            | Rapid            | 77%     | Minority                      | 29%          | Low-Income                      |
| <b>F Market &amp; Wharves</b>        | Historic         | 57%     | Non-Minority                  | 29%          | Low-Income                      |
| <b>J Church</b>                      | Muni Metro       | 57%     | Non-Minority                  | 21%          | Low-Income                      |
| <b>KT Ingleside-Third Street</b>     | Muni Metro       | 66%     | Minority                      | 23%          | Low-Income                      |
| <b>L Taraval</b>                     | Muni Metro       | 64%     | Minority                      | 16%          | Non-Low-Income                  |
| <b>M Ocean View</b>                  | Muni Metro       | 68%     | Minority                      | 25%          | Low-Income                      |
| <b>N Judah</b>                       | Muni Metro       | 58%     | Non-Minority                  | 20%          | Low-Income                      |
| <b>C California Street Cable Car</b> | Historic         | 56%     | Non-Minority                  | 26%          | Low-Income                      |
| <b>PH Powell-Hyde Cable Car</b>      | Historic         | 58%     | Non-Minority                  | 29%          | Low-Income                      |



| Route Name                       | Service Category | % BIPOC | Minority Route Classification | % Low Income | Low Income Route Classification |
|----------------------------------|------------------|---------|-------------------------------|--------------|---------------------------------|
| <b>PM Powell-Mason Cable Car</b> | Historic         | 65%     | Minority                      | 35%          | Low-Income                      |
| <b>90 San Bruno Owl</b>          | Owl              | 60%     | Minority                      | 22%          | Low-Income                      |
| <b>91 3rd-19th Ave Owl</b>       | Owl              | 67%     | Minority                      | 23%          | Low-Income                      |

## i. Service Standards

### a. Vehicle Load

Methodology: The SFMTA collects vehicle passenger load data in the peak direction during the AM (6am-9am) and PM (4pm-7pm) peak periods and evaluates crowding by calculating the number of trips that exceed our crowding thresholds per vehicle type. On SFMTA's rubber tire and rail fleet, automatic passenger counter (APC) devices are installed and calculate all trip loads. SFMTA measures crowding as the percent of trips where bus loads exceed the crowding metric. The results were then evaluated by route, averaged by service category and classification for comparison.

For the monitoring exercise, APC data was used for rubber tire and rail lines from October 1<sup>st</sup> to October 31<sup>st</sup> of 2022.

Results: For almost every route service category and classification, minority and low-income routes generally performed slightly better than non-minority and non-low-income routes. The Muni Metro, Rapid and Frequent minority and low-income routes performed better in the AM peak and PM peak compared to non-minority and non-low-income routes in the same service category. The Grid low-income routes performed significantly better in the AM peak compared to non-low-income routes in the same service category.

Since the differences in the percentage of trips over capacity in the AM and PM peak is not 8% or more for each service category for both minority and low-income classified routes, no disparate impact or disproportionate burden was found.

Table 13 Trips Over Capacity per AM Peak (6-9am) for Minority v. Non-Minority Routes

| Service Category                   | Minority Routes | Non-Minority Routes | Difference |
|------------------------------------|-----------------|---------------------|------------|
| <b>Muni Metro, Rapid, Frequent</b> | 1%              | 3%                  | -2%        |
| <b>Connector</b>                   | 0%              | 0%                  | 0%         |
| <b>Grid</b>                        | 4%              | 3%                  | 1%         |
| <b>Specialized</b>                 | 3%              | N/A                 | N/A        |

Source: October 2022 APC



Table 14 Trips Over Capacity per PM Peak (4-7pm) for Minority v. Non-Minority Routes

| Service Category                   | Minority Routes | Non-Minority Routes | Difference |
|------------------------------------|-----------------|---------------------|------------|
| <b>Muni Metro, Rapid, Frequent</b> | 2%              | 3%                  | -1%        |
| <b>Connector</b>                   | 0%              | 1%                  | -1%        |
| <b>Grid</b>                        | 3%              | 2%                  | 1%         |
| <b>Specialized</b>                 | 6%              | N/A                 | N/A        |

Source: October 2022 APC

Table 15 Trips Over Capacity per AM Peak (6-9am) for Low-Income v. Non-Low-Income Routes

| Service Category                   | Low -Income Routes | Non-Low-Income Routes | Difference |
|------------------------------------|--------------------|-----------------------|------------|
| <b>Muni Metro, Rapid, Frequent</b> | 2%                 | 7%                    | -4%        |
| <b>Connector</b>                   | 0%                 | 0%                    | 0%         |
| <b>Grid</b>                        | 2%                 | 6%                    | -4%        |
| <b>Specialized</b>                 | 3%                 | N/A                   | N/A        |

Source: October 2022 APC

Table 16 Trips Over Capacity per PM Peak (4-7pm) for Low-Income v. Non-Low-Income Routes

| Service Category                   | Low Income | Non-Low-Income | Difference |
|------------------------------------|------------|----------------|------------|
| <b>Muni Metro, Rapid, Frequent</b> | 3%         | 5%             | -2%        |
| <b>Connector</b>                   | 0%         | 1%             | -1%        |
| <b>Grid</b>                        | 3%         | 2%             | 0%         |
| <b>Specialized</b>                 | 6%         | N/A            | N/A        |

Source: October APC

Route by route vehicle load performance is presented in Appendix K.

### b. On-time Performance (OTP)

#### Methodology:

**Muni Metro, Rapid, Frequent, Grid, Historic, Specialized OTP** - On-time performance for Muni Metro, Rapid, Frequent, Grid, Historic and Specialized routes is evaluated based on service gaps, since these routes are not managed based on a traditional time-point schedule, but are instead managed to maintain consistent headways. A vehicle is counted as on-time when the arrival time is less than five minutes above the scheduled headway. The number of on-time arrival times divided by the total number of arrival time times is the service gap percentage per route. There are two routes that fall into these service categories but are not evaluated using service gaps. The F Market & Wharves



(Historic) and KT Ingleside-Third St lines (Metro) are currently managed using a fixed schedule for operational reasons. For this analysis they were evaluated using schedule adherence.

**Connector and Owl OTP** - On-time performance for the Connector and Owl routes is measured using schedule adherence of the vehicle. A vehicle is counted as on-time when the arrival time of a vehicle is between 1 minute before and 4 minutes after the scheduled arrival time. The number of on-time arrival times divided by the total number of arrival times is the on-time percentage per route.

For both the minority classified and low income classified routes monitoring exercise, each route is separated by their respective OTP standard and the relevant metric was averaged together to arrive at the route classification average per OTP standard and classification.

Automatic vehicle locator (AVL) data from Muni's OrbCAD system was used for this monitoring exercise from October 1st to October 31<sup>st</sup> of 2022.

Results:

For Muni Metro, Rapid, Frequent, Grid and Specialized routes, on average minority and low-income classified routes in this category were closer to the standard of less than 14% gaps. For Connector and Owl routes, the average OTP regardless of route classification was well below the 85% standard.

In the analysis, Muni Metro, Rapid, Frequent routes for low-income routes were identified as having relatively lower OTP compared to non-low-income routes. The agency will continue to monitor these findings to ensure equitable service. Since the difference in percentages for all other minority and non-minority and low income and non-low-income route classifications is 8% or less, no disparate impact or disproportionate burden was found.

Table 17 On-Time Performance for Minority v. Non-Minority Routes

| OTP Metric                | OTP Method                                               | Minority Routes | Non-Minority Routes | Difference |
|---------------------------|----------------------------------------------------------|-----------------|---------------------|------------|
| <b>Service Gaps</b>       | % of Trips with Service Gaps<br>(Standard=less than 14%) | 18%             | 17%                 | -1%        |
| <b>Schedule Adherence</b> | % of Trips On-Time<br>(Standard=more than 85%)           | 52%             | 51%                 | 1%         |

Source: October 2022 OrbCAD data

Table 18 On-Time Performance for Low-Income v. Non-Low-Income Routes

| OTP Metric          | OTP Method                                               | Low-Income Routes | Non-Low-Income Routes | Difference |
|---------------------|----------------------------------------------------------|-------------------|-----------------------|------------|
| <b>Service Gaps</b> | % of Trips with Service Gaps<br>(Standard=less than 14%) | 17%               | 18%                   | 1%         |

| OTP Metric                | OTP Method                                            | Low-Income Routes | Non-Low-Income Routes | Difference |
|---------------------------|-------------------------------------------------------|-------------------|-----------------------|------------|
| <b>Schedule Adherence</b> | % of Trips On-Time<br><i>(Standard=more than 85%)</i> | 49%               | 57%                   | 8%         |

Source: Fall 2022 OrbCAD data

Route by route on-time performance is presented in Appendix L.

### c. Policy Headways

#### Methodology:

Minimum headways are defined for specific times of day for each service category based on the SFMTA's service standards. Minimum headways are intended to provide customers with a base level of service regardless of how heavily the route is used. Many routes have frequencies that exceed the minimum policy headways because demand warrants more service to avoid crowding. Different service categories have different minimum headways based on the role they play in the network. For example, routes that provide service in low density hilltop neighborhoods have less frequent minimum policy headways than routes that go through denser neighborhoods.

The summer 2022 schedule (effective July 9<sup>th</sup>, 2022) was used to analyze minimum headways during each of the time periods specified in the standards on weekdays and weekends per service category. For each time period of the day, each route was marked if it met or did not meet the standard for its category and time period. For both the minority and low-income classified route monitoring exercise, the total time periods that met the standards for each route by service category were added together to provide the percentage of time periods that met the standards for each service category and classification.

#### Results:

Connector route headways met SFMTA's standards for both route classifications. Muni Metro, Rapid and Frequent routes met the minimum headway about 80% of the time for both minority and non-minority routes and 81% of the time for low-income routes compared to 75% for non-low-income routes. Grid minority routes met the minimum headways similarly to non-minority routes and 98% of the time for low-income routes compared to 96% for non-low-income routes.

Table 19 Policy Headway Compliance for Minority v. Non-Minority Routes

| Service Category                        | Minority Routes | Non-Minority Routes | Difference |
|-----------------------------------------|-----------------|---------------------|------------|
| <b>Muni Metro, Rapid &amp; Frequent</b> | 81%             | 80%                 | 1%         |
| <b>Connector</b>                        | 100%            | 100%                | 0%         |
| <b>Grid</b>                             | 94%             | 95%                 | -1%        |
| <b>Specialized*</b>                     | Based on demand |                     |            |



*\*There are no SFMTA standards for routes under the Specialized service category. These route headways are set based on customer service demand and may vary depending on service needs.*

Table 20 Policy Headway Compliance for Low-Income v. Non-Low-Income Routes

| Service Category                        | Low-Income Routes | Non-Low-Income Routes | Difference |
|-----------------------------------------|-------------------|-----------------------|------------|
| <b>Muni Metro, Rapid &amp; Frequent</b> | 81%               | 75%                   | 6%         |
| <b>Connector</b>                        | 100%              | 100%                  | 0%         |
| <b>Grid</b>                             | 98%               | 96%                   | 2%         |
| <b>Specialized*</b>                     | Based on demand   |                       |            |

*\*There are no SFMTA standards for routes under the Specialized service category. These route headways are set based on customer service demand and may vary depending on service needs.*

In response to the COVID-19 pandemic, the SFMTA reduced service dramatically and as service was restored, service frequencies were adjusted based on demand due to limited resources. As resources become available, the SFMTA will plan to adjust these route schedules so they meet minimum policy headways.

Below are the routes that do not currently meet the minimum headway relative to the time of day.

| Route                     | Route Classification               | Time Period Not Met                        |
|---------------------------|------------------------------------|--------------------------------------------|
| <b>7 Haight-Noriega</b>   | Low Income                         | Weekdays - Day                             |
| <b>23 Monterey</b>        | Minority Route                     | Weekdays – Evening                         |
| <b>38 Geary</b>           | Minority Route<br>Low Income Route | Weekdays – Day                             |
| <b>54 Felton</b>          | Minority Route<br>Low Income Route | Weekdays - Evening                         |
| <b>J Church</b>           | Low Income                         | Weekdays – Day & Evening<br>Weekends - Day |
| <b>KT Ingleside-Third</b> | Minority Route<br>Low Income Route | Weekdays -Evening<br>Weekends- Evening     |
| <b>M Ocean View</b>       | Minority Route<br>Low Income Route | Weekdays – Evening<br>Weekends - Evening   |

*Note: The 14R Mission Rapid and 30 Stockton have long line and short line patterns, where the short line covers a portion of the route to increase frequencies where demand is highest. Although the segments covered by the long line patterns do not meet the minimum headways, the segments covered by the short line pattern do.*

Since the difference in percentages is 8% or less between minority and non-minority classified routes and low income and non-low-income classified routes, no disparate impact or disproportionate burden was found.

Route by route headway compliance is presented in Appendix M.

#### **d. Service Coverage**

Methodology: All currently active transit stops (as of Summer 2022) in the City and County of San Francisco were mapped using Geographic Information Systems (GIS) software and a quarter mile buffer was added around each stop. The area covered by the buffer was calculated in relation to the total area of San Francisco. The buffered area was also calculated in relation to the total residential area as defined by land use in San Francisco.

Results: The SFMTA currently operates 60 routes which combined provide transit service within a convenient walking distance of most locations within San Francisco. Muni routes connect all of San Francisco's residential neighborhoods and commercial corridors. Overall, 92% of San Francisco is within a quarter of a mile of a Muni bus or rail stop and 100% of residential areas are within a quarter of a mile of a Muni bus or rail stop.

Table 21 Service Coverage

|                  | Total Acres | Covered Acres | % Covered |
|------------------|-------------|---------------|-----------|
| Service Area     | 29,996      | 27,585        | 92%       |
| Residential Area | 10,352      | 10,324        | 100%      |

In addition to geographic coverage, all Muni Metro, Rapid and Frequent routes operate for at least 18 hours per day from approximately 5:00 a.m. until 12:00 a.m. Currently, not all Grid routes operate for at least 18 hours per day. In response to the COVID-19 pandemic, the SFMTA reduced service spans to better match available resources and as service was restored, service spans for Grid routes were adjusted to match demand. As resources become available, the SFMTA will evaluate the need to expand service spans for these routes.

For service past midnight, the Muni's Owl Network operates every day from approximately 12:00am to 5:00am. This network consists of 12 routes total, 6 regular service routes, 4 shortened regular service routes and 2 owl-only cross city routes. Service hour coverage of the Muni network means all residents are within ¼ of a mile of a transit stop during regular service hours and most residents are within ½ mile of a transit stop during owl service hours.

Based on the distribution of geographic and operational service, no disparate impact or disproportionate burden was found. The following map shows the areas within a quarter mile of a transit stop. The only areas not within a quarter of a mile of a transit stop are parklands such as the Presidio, Golden Gate Park, around Lake Merced and in heavily industrial areas such as the eastern edges of the inactive Hunter's Point Shipyard and San Francisco Port properties. Golden Gate Park and Presidio do operate free transit service in the parks which provide additional coverage.



Map 9 Service Availability



## ii. Service Policies

### a. Vehicle Assignment

Methodology: The SFMTA policy is to assign vehicles in a manner that prevents discrimination to BIPOC and low-income communities and considers technical criteria including peak load factors, route type, physical route characteristics such as street widths and grades, required headways, vehicle availability and transit operator availability. SFMTA vehicle assignment policy was developed to ensure that older/dirtier (environmentally) vehicles are not concentrated in communities with a larger proportion of BIPOC and low-income populations. Currently, the SFMTA's transit fleet is entirely fossil fuel free and low or no-emissions. However, this report continues to analyze average age of fleet for consistency with past reports.

In order to determine distribution of vehicles by division each route was sorted by division and route classification. For both the minority and low income classified routes, the total number of routes in each classification category at the division was divided by the total number of routes at the division. The minority and low-income route distribution of each division was compared to the average fleet age at the division.

Results: Woods, Flynn and Islais Creek Divisions have the highest proportion of minority routes of all the divisions. A total of 71% of the routes operating from Woods, 75% of the routes operating from Flynn and 80% of the routes operating from Islais Creek are minority routes. Flynn, Potrero, and Islais Creek Divisions meanwhile have the highest share of low-income routes with 100% of routes at each division being categorized as low-income.

As previously mentioned, the SFMTA has the greenest fleet of any large transit agency in North America. For the rubber-tire fleet, the average age is roughly 6 years except for the Woods Division with an average age of 8 years. Woods does have a high percentage of minority and low-income routes, but the fleet age is due to this Division being the first targeted for replacement at the start of SFMTA's current fleet replacement cycle. Woods also has a mixed fleet, including a small number of 32-foot coaches that has almost been completely replaced. Since 2021, 21 new vehicles have been introduced at Woods Division.

The light rail fleet is reducing in age with an average age of 21 years in 2016 to a current average age of 16 years. SFMTA is currently undergoing a replacement of the entire LRV fleet. Over the next 10 years all existing vehicles will be replaced and the average age at Green/MME will continue to decrease.

The Cable Car and Geneva Divisions vehicle age varies due to the historic nature of the service and as a result, the average age is not valuable for comparison.

No disparate impact or disproportionate burden was found with vehicle assignments.



Table 22 Vehicle Type and Age for Minority Routes

| Division            | Vehicle Type(s)           | Average Age | % Minority Routes |
|---------------------|---------------------------|-------------|-------------------|
| <b>Presidio</b>     | 40' Trolley Coach         | 3.61        | 14%               |
| <b>Flynn</b>        | 60' Motor Coach           | 5.29        | 75%               |
| <b>Islais Creek</b> | 60' Motor Coach           | 6.86        | 80%               |
| <b>Kirkland</b>     | 40' Motor Coach           | 4.21        | 25%               |
| <b>Potrero</b>      | 40' & 60' Trolley Coaches | 5.41        | 20%               |
| <b>Woods</b>        | 32' and 40' Motor Coach   | 7.65        | 71%               |
| <b>Green/MME</b>    | LRV                       | 15.84       | 40%               |
| <b>Cable Car</b>    | Historic Cable Car        | n/a         |                   |
| <b>Geneva</b>       | Historic Street Car       | n/a         |                   |

Source: SFMTA Transit Maintenance Records 2022.

Table 23 Vehicle Type and Age for Low-Income Routes

| Division            | Vehicle Type(s)           | Average Age | % Low Income Routes |
|---------------------|---------------------------|-------------|---------------------|
| <b>Presidio</b>     | 40' Trolley Coach         | 3.61        | 71%                 |
| <b>Flynn</b>        | 60' Motor Coach           | 5.29        | 100%                |
| <b>Islais Creek</b> | 60' Motor Coach           | 6.86        | 100%                |
| <b>Kirkland</b>     | 40' Motor Coach           | 4.21        | 50%                 |
| <b>Potrero</b>      | 40' & 60' Trolley Coaches | 5.41        | 100%                |
| <b>Woods</b>        | 32' and 40' Motor Coach   | 7.65        | 54%                 |
| <b>Green/MME</b>    | LRV                       | 15.84       | 83%                 |
| <b>Cable Car</b>    | Historic Cable Car        | n/a         |                     |

Source: SFMTA Transit Maintenance Records 2022.

### b. Distribution of Transit Amenities

Methodology: Transit amenities such as stop IDs and markings are required and installed at all stops in the Muni system. Others such as transit shelters and real time displays are distributed to the extent possible at transit stops throughout the Muni service area. As previously stated, the SFMTA is not required to have a policy in place for transit shelters as it does not have decision-making authority over siting and location, but still includes them to monitor for future shelter requests and to monitor progress in reaching its goals. To compare equitable distribution of these amenities, shelters and real times displays were mapped using Geographic Information Systems (GIS) software and linked to Muni stops in minority and low-income census block groups. The number of shelters and real time displays at stops in minority and low-income census block groups were then compared to those in non-minority



and non-low-income census block groups. Stops with shelters or real time displays within 150 feet of a minority and/or low-income block group were considered part of that minority and/or low-income block group for this exercise.

Shelter location data as of January 2019 and real time display location data as of November 2022 was used for this monitoring exercise. Although the shelter location data is from 2019, during the pandemic the siting of shelters remained mostly unchanged.

Results:

**Stop IDs, Stop Markings, and Flags** - All transit stops regardless if they are in minority or low-income census block groups have a unique five digit stop identification number that can be used by customers to access real-time vehicle arrival predictions and information about planned service changes. Most stops also include a stop marking, such as a painted pole with the route number or a flag sign indicating stop location. The SFMTA has designed a new flag sign and is currently rolling out installation of them at all surface stops in the Muni system.

**Transit Shelters and System Maps**- All stops with shelters contain the latest version of the Muni system map for customer information and navigation. For minority census block groups, 35% of stops have shelters compared to 34% in non-minority block groups. For stops in low-income census block groups, 39% have shelters compared to 29% in non-low-income census block groups.

Table 24 Transit Shelters in Minority and Low-Income Census Block Groups

|                                         | Minority<br>Block<br>Groups | Non-<br>Minority<br>Block Groups | Low-Income<br>Block Groups | Non-Low-<br>Income<br>Block Groups |
|-----------------------------------------|-----------------------------|----------------------------------|----------------------------|------------------------------------|
| <b>Total Number of Stops</b>            | 1,832                       | 1,134                            | 1,594                      | 1,372                              |
| <b>Total Number of Stops w/ Shelter</b> | 636                         | 390                              | 627                        | 399                                |
| <b>Stops 125+ boardings w/ Shelter*</b> | 277                         | 485                              | 479                        | 283                                |
| <b>% Total Stops with Shelter</b>       | 35%                         | 34%                              | 39%                        | 29%                                |

\*Not used for Title VI purposes

As previously mentioned, the SFMTA does not have decision-making authority over the siting of shelters (and real time displays installed in shelters with power). The above table assesses the location of all shelters throughout the transit system including stops with a minimum of 125 daily boardings. This exercise assists the SFMTA in evaluating customer requests for new shelters and monitoring its progress towards its goals.

**Real Time Displays**- For stops in minority census block groups, 22% have real time displays and 24% have real time displays in non-minority census block groups. Similarly for stops in low income census block groups, 22% have real time displays and 24% in non-low-income census blocks groups have real time displays.



Table 25 Real Time Displays at Minority and Low-Income Stops

|                                                 | Minority Block Groups | Non-Minority Block Groups | Low-Income Block Groups | Non-Low-Income Block Groups |
|-------------------------------------------------|-----------------------|---------------------------|-------------------------|-----------------------------|
| <b>Total Number of Stops</b>                    | 1,832                 | 1,134                     | 1,594                   | 1,372                       |
| <b>Total Number of Stops w/ NextBus Display</b> | 410                   | 274                       | 410                     | 274                         |
| <b>Stops 125+ boardings w/ NextBus Display*</b> | 341                   | 213                       | 341                     | 213                         |
| <b>% Total Stops with NextBus Display</b>       | 22%                   | 24%                       | 22%                     | 24%                         |

\*Not used for Title VI purposes

As previously mentioned, the SFMTA does not have decision-making authority over the siting of shelters (and real time displays installed in shelters with power). The above table assesses the location of all shelters with NextBus displays throughout the transit system including stops with a minimum of 125 daily boardings. This exercise assists the SFMTA in evaluating customer requests for new shelters and monitoring its progress towards its goals.

**Amenities at Underground Metro Rail Stations** - All Metro Rail Stations are equipped with the following amenities regardless of minority or low-income routes:

- Street level and platform level elevators and escalators
- System maps
- Real-time vehicle arrival time and destination information
- Automated-voice information system
- Agents who can provide information and assistance to customers

### iii. Equity Evaluation: Fare and Service Changes

Since the SFMTA submitted its last Title VI Program Update in December 2019, a Title VI equity analysis was completed for each of the following fare and service changes:

- Fare Changes:
  - Free Muni for All Youth (18 years and younger) Expansion (September 2021)
  - COVID-19 Vaccination Promotional Fare (October 2021)
  - FY 2023 and FY 2024 Budget Fare Changes (March 2022)
- Service Changes:
  - Temporary COVID-19 Service Changes (May 2021)



- Winter 2022 Service Changes (Dec 2021)
- Central Subway Project - New Starts Project (June 2022)

The SFMTA analyzes all proposed fare changes, regardless of amount of increase or decrease. Proposed service changes are evaluated under the SFMTA's major service change definition.

The SFMTA defines a major service change as a change in transit service that would be in effect for more than a 12-month period and that would consist of any of the following criteria:

- A schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more implemented at one time or over a rolling 24-month period;
- A schedule change on a route with 25 or more one-way trips per day resulting in:
  - Adding or eliminating a route;
  - A change in annual revenue hours on the route of 25 percent or more;
  - A change in the daily span of service on the route of three hours or more; or
  - A change in route-miles of 25 percent or more, where the route moves more than a quarter mile.

Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.

- The implementation of a New Start, Small Start, or other new fixed guideway capital project, regardless of whether the proposed changes to existing service meet any of the criteria for a service change described above.

All equity analyses since December 2019 are included in the Appendix J.



## Appendices



## Appendix A: Notice to the Public

# TITLE VI

**The SFMTA, which runs Muni, does not discriminate on the basis of race, color or national origin. For more information or to file a complaint, visit SFMTA.com or contact 311.**

La SFMTA, administradora de Muni, no discrimina por motivos de raza, color u origen nacional. Para más información o para presentar una queja, visite SFMTA.com o llame al 311.

Агентство SFMTA, управляющее работой транспортной системы Muni, не дискриминирует по признаку расы, цвета кожи или национального происхождения. Для получения дополнительной информации или подачи жалобы, посетите наш сайт SFMTA.com или позвоните по телефону 311.

三藩市公車局(SFMTA)負責營運Muni, 不會基於種族、膚色或原國籍而產生歧視。欲了解更多資訊或提出投訴, 請瀏覽網站SFMTA.com 或聯絡311。

Cơ quan Giao thông Vận tải Thành phố San Francisco (SFMTA), đơn vị điều hành dịch vụ Muni, không phân biệt đối xử dựa trên chủng tộc, màu da hoặc nguồn gốc quốc gia. Để biết thêm thông tin hoặc nộp đơn khiếu nại, hãy truy cập trang mạng SFMTA.com hoặc liên hệ tổng đài 311.

MUNI를 운행하는 SFMTA는 인종, 색깔 또는 국적에 기반하여 차별을 하지 않습니다. 더 많은 정보가 필요하시거나 불만을 접수하시려면, SFMTA.com를 방문하시거나 311에 연락을 주십시오.

L'office municipal des transports de San Francisco (SFMTA) qui gère Muni, ne fait aucune discrimination sur la base de la race, de la couleur ou de l'origine nationale. Pour plus d'informations ou pour déposer une plainte, visitez le site SFMTA.com ou contactez le 311.

Muniを運営するSFMTAは、人種や出身国で差別はしません。詳細情報または苦情についてはSFMTA.comまで問い合わせるか311までご連絡ください。

Ang SFMTA, na nagpapatakbo ng Muni, ay hindi nagdidiskrimina batay sa lahi, kulay ng balat o bansang pinagmulan. Para sa higit pang impormasyon o upang maghain ng reklamo, bisitahin ang SFMTA.com o tumawag sa 311.

SFMTA ซึ่งเป็นผู้ให้บริการ Muni ไม่เลือกปฏิบัติบนพื้นฐานของเชื้อชาติ สีผิว หรือแหล่งกำเนิด สำหรับข้อมูลเพิ่มเติมหรือหากต้องการยื่นเรื่องร้องเรียน โปรดไปที่ SFMTA.COM หรือติดต่อ 311.

تمنع هيئة النقل البلدية بمدينة سان فرانسيسكو SFMTA ، التي تدير وسائل النقل العام والسكك الحديدية بالبلدية (Muni)، التمييز على أساس العرق أو اللون أو الأصل القومي. لمزيد من المعلومات أو لتقديم شكوى، تفضل بزيارة SFMTA.com أو اتصل برقم .311



## Appendix B: Title VI Complaint Form

# San Francisco Municipal Transportation Agency Title VI Complaint Form

**SFMTA**

Municipal Transportation Agency

NAME OF COMPLAINANT: \_\_\_\_\_ HOME TELEPHONE: \_\_\_\_\_

HOME STREET: \_\_\_\_\_ CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

WORK TELEPHONE: \_\_\_\_\_ RACE/ETHNIC GROUP: \_\_\_\_\_ SEX: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

PERSON DISCRIMINATED AGAINST (IF OTHER THAN COMPLAINANT): \_\_\_\_\_

HOME STREET: \_\_\_\_\_ CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

HOME TELEPHONE: \_\_\_\_\_ WORK TELEPHONE: \_\_\_\_\_

1. SPECIFIC BASIS OF DISCRIMINATION (Check appropriate box(es)):  Race  Color  National origin

2. Date of alleged discriminatory act(s) \_\_\_\_\_

3. RESPONDENT (individual complaint is filed against):

NAME: \_\_\_\_\_ POSITION: \_\_\_\_\_

WORK LOCATION: \_\_\_\_\_

4. Describe how you were discriminated against. What happened and who was responsible? For additional space, attach additional sheets of paper.

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5. Did you file this complaint with another federal, state or local agency or with a federal or state court?  YES  NO

If answer is yes, check each agency complaint was filed:

 Federal agency  Federal court  State agency  State court  Local agency Date filed: \_\_\_\_\_

6. Provide contact person information for the additional agency or court:

NAME: \_\_\_\_\_ HOME TELEPHONE: \_\_\_\_\_

HOME STREET: \_\_\_\_\_ CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

Sign complaint in the space above. Attach any supporting documents.

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_Please submit the signed complaint form by mail, fax or in person:

San Francisco Municipal Transportation Agency (SFMTA)

ATTN: Title VI Complaints

One South Van Ness Avenue, 7th Floor

San Francisco, CA 94103

FAX: 415.701.4502



## Appendix C: Summary of Title VI Complaints

**Appendix C: Summary of Title VI Complaints**

| PSR#   | Date Complaint Form Received | Date of Incident | Summary of Allegations                                                         | Complaint Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Status of Complaint | Outcome of Investigation/Action Taken                                     |
|--------|------------------------------|------------------|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------|
| 691027 | 10/22/2022                   | 10/13/2022       | Customer alleging discrimination based on race and limited-English proficiency | Inspector L. Beasley with badge number F61 singled me out for apparently "not paying my fare." I've always paid my fare if you look at my transaction history. I always tap my clipper around 7:30am to 7:45am going to work and I tap around 4:30pm to 4:45pm going home. I also have at least \$85 in my clipper card which I am happy to pay for my fare if the machine was just working. I tried to explain that to inspector L. Beasley but she disregarded me because my English is probably not too good for her since I am an immigrant and have an accent. She said, "I don't understand you so I am not here to argue." You can even check the cameras that I tried to tap my clipper twice when I got in the bus but the machine was not taking my tap. You can also even check the cameras that I tried to reason with her but she just disregarded me. In addition, she did not ask to check the clipper cards of the folks behind me in the bus since probably for her, they are not immigrants.                                                  | Closed              | Unable to ID/ Video not available                                         |
| 548124 | 3/31/2022                    | 3/17/2022        | Customer alleging discrimination based on race                                 | March 17, 2022 M inbound train 1412 at 5:55am at San Francisco State same male of Al Sharpton's background in construction vest reported to SFMTA practically every single day not wearing a mask. My safety is put at risk by SFMTA's refusal to address this and it is blatantly racist. Of course since the driver was a female Beyoncé's background she would not dare deny him boarding. Why that would be racist and discrimination! SFMTA knows the route, the time of day, the direction, the description of the person it's a repeat pattern each day you have to address it now. Law applies to all regardless of race. Listening to Tumlin and that Board of Directors on March 15 at the board meeting about masks. You people who oversee this do not actually ride Muni at all. If you did you would know masks are not being enforced on your employees and black and brown people!                                                                                                                                                              | Closed              | After investigation and review, complaint determined to be without merit. |
| 313535 | 8/9/21                       | 01/17/21         | Customer alleging discrimination based on race and national origin             | Passenger was being let off the bus at the intersection, it's a 4 way stop. I, as a caucasian male pedestrian, was walking on Montana crossing Plymouth headed east. Customer got off the bus right as I was in front of the bus. As I was crossing in front of the bus, the bus started to proceed towards me. I, as a pedestrian, have right of way in the crosswalk. I'm right in front of him, this was intentionally racist and not an accident. There's no way on a clear sunny day he can claim he couldn't see me. I was walking to the dangerous threats I constantly receive on MUNI. Yet here we are in a situation where I am not even on MUNI and I am put in extreme danger. This is not the first time I've put in a report of being threatened by MUNI and I've never received a response. Remember Vision SF? what a lie like transit first policy. The window was open on the driver side. This disgusting man made a gesture at me out the window. I expect this to be investigated and to be provided with answers. Balboa Park BART due to | Closed              | After investigation and review, complaint determined to be without merit. |

|        |              |          |                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |        |                                                                           |
|--------|--------------|----------|--------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------------|
| 243073 | 8/9/21- DFEH | 08/09/20 | Customer alleging discrimination based on race and national origin | I was pedestrian Caucasian male going south on sidewalk next to northbound lanes Juniperro Serra. Muni bus pulled close up BLOCKING pedestrian right of way I saw this from well before I approached along with the stream of northbound traffic Note: median separates north and south traffic, bus driver could only go north. While traffic can only go north that he needs to pay attention to, sidewalk is two way traffic! This in addition to the fact he pulled out beyond stop sign into pedestrian right of way. Does Muni remember SF transit first policy? In addition to cutting off most transit as part of this policy that means you make pedestrians a PRIORITY! So your vehicles should not BLOCK them! As I was crossing in the STREET in front of bus on Juniperro Serra because he BLOCKED ME he pulled forward in a THREATENING move. He did this to me a Caucasian man. I think this might have been the same 29 Sunset driver who was VERY racist towards me on May 24, 2020 reported on Tracking Number 12451861 and 223941 that HAS NOT BEEN INVESTIGATED. THIS WAS CRIMINAL AND TODAY WAS ORE OT IT LIFE THREATENING RACIST HATE! YOU SOB's have to take action and hold him accountable. MY LIFE IS IN DANGER!!!! THIS IS ILLEGAL. I DEMAND TO BE CONTACTED AND INTERVIEWED AND I HAVE RIGHT TO KNOW WHAT IS GOING TO BE DONE. THIS SHOULD BE POLICE INVESTIGAGED. BUT SF POLICE ARE AS CORRUPT AND RACIST AS MUNI. CONDUCT A FULL INVESITGATION INTO THIS RACIST HATER OF WHITE MEN. Also note I had the RIGHT OF WAY! | Closed | After investigation and review, complaint determined to be without merit. |
| 374158 | 8/9/21- DFEH | 01/17/21 | Customer alleging discrimination based on race and national origin | Customer previously file SR 13379987, which was closed out already. He says that he wants to be contacted by email, but no one got in touch with him. There must be accountability, as this is criminal conduct. Customer called SFPD and was told that he needs to contact 311. There should be a video of this incident from the Muni camera. Passenger was being let off the bus at the intersection, it's a 4 way stop. I, as a caucasian male pedestrian, was walking on Montana crossing Plymouth headed east. Customer got off the bus right as I was in front of the bus. As I was crossing in front of the bus, the bus started to proceed towards me. I, as a pedestrian, have right of way in the crosswalk. I'm right in front of him, this was intentionally racist and not an accident. There's no way on a clear sunny day he can claim he couldn't see me. I was walking to balboa park BART due to the dangerous threats I constantly receive on MUNI. Yet here we are in a situation where I am not even on MUNI and I am put in extreme danger. This is not the first time I've put in a report of being threatened by MUNI and I've never received a response. Remember vision SF? what a lie like transit first policy. The window was open on the driver side. This disgusting man made a gesture at me out the window. I expect this to be investigated and to be provided with answers.                                                                                                                                     | Closed | After investigation and review, complaint determined to be without merit. |

|        |              |           |                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |        |                                                                           |
|--------|--------------|-----------|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------------|
| 223933 | 8/9/21- DFEH | 05/24/20  | Customer alleging discrimination based on race and national origin | <p>Bus driver threatened me .</p> <p>Denied me entrance to the bus</p> <p>He said you should be glad I am working right now</p> <p>He closed the doors, drove up a little then opened all the doors to the bus</p> <p>And that is when a black man with long hair got off the bus.</p> <p>That passenger threatened me from the driver's suggestion and got back on the bus.</p> <p>There is racism all over this.</p> <p>He called me a honky.</p> <p>The bus driver and the passenger who threatened me were not wearing masks.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Closed | After investigation and review, complaint determined to be without merit. |
| 223941 | 8/9/21- DFEH | 5/24/2020 | Customer alleging discrimination based on race and national origin | <p>This is additional information for Tracking Number 12451861 this is an extremely serious criminal incident. It must be investigated. Bus stopped about a bus length back from the stop at Garfield and Victoria and someone got off. So I walked towards bus the bus driver closed the doors. At this point I then raised my middle finger and yelled fuck you though I had a face covering and was about 4 feet away from bus. Doors and windows of bus were closed, I am not that loud so not even sure he heard me yell it. The bus driver had a responsibility not to encourage, bait entice the upset PAYING customer which I was at this point.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Closed | After investigation and review, complaint determined to be without merit. |
| 360734 | 5/19/2021    | 5/18/2021 | Customer alleging discrimination based on race                     | <p>This muni employee badge number 1851 became physically aggressive, trying to hit me a cone. I am not only disabled, but had a Ambulatory EEG monitoring device plugged to my scalp based on the recommendation of my neurologist and was returning home after a visit to my physician in Palo Alto. I had to take the bus since I was being evaluated for seizure activity and had the device plugged to me with electrodes. See picture below . I was reading the notice about Asian hate being posted inside the bus, when he unnecessarily started arguing with me and picked an altercation for no reason. I was trying to talk to the driver to see where I can get off. He not only threatened to physically hit me with a yellow cone like item next to him and was calling me names and became physically aggressive. He exuded hatred and behaved like a psychopath. For my own safety and for that of other riders, I got off at the next stop. It was intimidating and harassing behavior based on my skin color, national origin and gender. Since I had all the electrodes and device plugged, had to get off and get back to a safer place. This has made me believe that MUNI is very unsafe and you do show hatred even to other passengers. I am appalled that this happens in a city with people from diverse backgrounds . Even more surprising is that Muni will hire such people. A person with basic common sense can understand that I had a medical monitoring device plugged to my body and was in a vulnerable position. To be taken advantage of in that situation shows nothing but callous, discriminatory and unsafe behavior. Not sure what else to say. I am including a picture to understand what a vulnerable situation I was in 2 days ago. What do you want me to expect if your own employee which is supposed to ensure professionalism behaves like this ? Wishing you the very best.</p> | Closed | After investigation and review, complaint determined to be without merit. |

|        |              |           |                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |                                                                           |
|--------|--------------|-----------|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------------|
| 307555 | 8/9/21- DFEH | 1/3/2021  | Customer alleging discrimination based on race and national origin | I got on the bus at west portal. shortly after the driver started yelling at me to put on mask over nose. The enitre time since I boarded I had my mask on over my nose and mouth. I shouldn't be subject to humiliation in front of the other passengers. Check the video of the bus. The driver was being racist.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Closed | After investigation and review, complaint determined to be without merit. |
| 384796 | 8/9/21- DFEH | 6/1/2021  | Customer alleging discrimination based on race and national origin | Black male train operator had no mask on while working on public transit, per federal law masks are REQUIRED on transit. In addition what kind of message does this send to the public that Muni employees do not wear masks? Or is it just minority female and illegal immigrant Muni employees do not wear masks at Muni? On Jan 3rd I had mask on I was terrorized humiliated verbally assaulted in racist hate attack and this was in the pre-Stalinist days of the Trump Administration when it was not even federal law, just Nazi SF law. You racist bastards will do nothing about this flagrant violation of the federal law that you shove up my ass everyday. I expect to be contacted with an explanation. I am a taxpayer fare payer legal U.S. citizen who must comply with all laws so to must Muni employees. | Closed | After investigation and review, complaint determined to be without merit. |
| 578694 | 9/11/2019    | 9/5/2019  | Customer alleging discrimination based on race                     | In retaliation for the complaint I filed, Muni bus drivers have begun closing front doors to prevent me                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Closed | After investigation and review, complaint determined to be without merit. |
| 573012 | 7/26/2019    | 7/22/2019 | Customer alleging discrimination based on race                     | Passed up due to race                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Closed | After investigation and review, complaint determined to be without merit. |



## Appendix D: Public Participation Plan



# Public Participation Plan

December 2022



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# Executive Summary

## Background

The purpose of the San Francisco Municipal Transportation Agency's (SFMTA) Public Participation Plan ("PPP" or "Plan") is to provide a framework of options and strategies from which to guide a customized, systematic and strategic approach to public participation that seeks out and considers the viewpoints of stakeholders and the general public in the course of conducting public outreach and engagement activities. Specific attention is given to linguistic, institutional, cultural, economic, historical or other barriers that might limit participation by Black, Indigenous and Other People of Color (BIPOC), low-income and Limited-English Proficient (LEP) populations in the SFMTA's decision-making processes.

This document updates the SFMTA's 2019 Public Participation Plan. It details the strategies and methods the agency uses to inform and engage the public and identifies programs and practices that have been modified since 2019 based on stakeholder feedback and lessons learned from agency experience. The goal of the PPP is to offer early and continuous opportunities for the public to learn about agency projects and initiatives while meeting the needs of communities in San Francisco. Particular attention is given to factors that may impact participation in the decision-making process such as language needs, schedule and location constraints. The concerns, ideas, and needs of community members, including social, economic, and environmental impacts of proposed transportation decisions, are considered throughout the public process and serve to inform agency outreach efforts and decision-making.

As stated in Federal Transit Administration (FTA) Circular 4702.1B, the SFMTA has "wide latitude to determine how, when and how often specific public involvement measures should take place and what specific measures are most appropriate." (FTA C 4702.1B, Section IV-5) The SFMTA makes these determinations based on a variety of factors, including feedback from stakeholders, the composition of the population affected by its actions, the type of public involvement process planned for the particular project or initiative and the resources available to the agency. Most of these determinations occur at the project level, and the agency has standards in place to guide project managers and staff as they assess the characteristics and needs of affected communities and select specific public involvement methods.

In further response to the FTA guidance and the recommendations regarding implementing the Department of Transportation's (DOT) guidance regarding Limited-English Proficient (LEP) persons as an effective practice to help overcome barriers to public participation, this Plan also integrates findings from the 2022 update of the SFMTA's Language Assistance Plan (LAP), which focused on receiving feedback from LEP populations through user surveys, in-language focus groups and interviews with leaders of community-based organizations (CBO).

As an agency, the SFMTA is dedicating efforts to continuous process improvement to normalize and sustain terminology which centers racial equity and affirms the cultures of racialized people. For the purposes of this update, the SFMTA follows the terminology contained in FTA C4702.1B and incorporates the agency's preferred terms where contextually appropriate. Use of the term Black, Indigenous and Other People of Color (BIPOC) in this Update should be considered as coextensive with the term "minority" as that term is defined in FTA C4702.1B.

## Updating the Plan

Beginning in July 2022, the SFMTA conducted an extensive outreach effort to collect data from a multiplicity of sources both quantitative and qualitative in order to update its Public Participation Plan. Through various channels, the SFMTA sought feedback in these primary areas:

- Communication: How customers receive information about the SFMTA, Muni and related services – what are vital topics of interest, language preferences for receiving information
- Public Meetings: Understanding preferences for public meetings – how they receive notice, what topics are of interest, what factors would encourage attendance – location, virtual vs. in-person, time of day, etc., how do you want info presented to you at an in-person/virtual meeting
- What are preferred ways for providing feedback to help inform the SFMTA's decision-making processes, at a meeting or through another channel?

Demographic information was also requested to help us learn more about the customers we're serving.

Outreach included a widely distributed multilingual Public Participation and Community Language Access Survey that received over 9,300 responses and was translated into 10 languages. Community Conversations were held with a variety of groups to explore how attendees learned about SFMTA meetings, their preferences on topics and logistics of meetings in order to encourage attendance and participation. Data gathered to inform the Agency's 2022 Language Assistance Plan, a federal requirement that identifies the primary languages spoken by limited-English proficient customers, the frequency with which they are using our services and a plan for providing both written and verbal language assistance will be included in this update as well, as relevant and appropriate. LAP update activities included: interviews with leaders of 27 Community-Based Organizations (CBO) serving demographically and linguistically diverse LEP populations throughout San Francisco; seven in-language focus groups in Spanish, Cantonese, Filipino, Vietnamese and Russian; development and administration of multilingual customer outreach surveys, which received over 9,300 responses, with 18% from individuals who identified as LEP; LEP customer data through an assessment of telephonic interpretation data from both SFMTA and the SFMTA's ADA Complementary Paratransit service (SF Paratransit and, tallied requests for in-person language assistance in Spanish, Cantonese and Filipino (Tagalog) at the SFMTA's Customer Service Center. In addition, an internal survey was administered to SFMTA's employees throughout the agency whose primary job function is interacting with the public in order to assess frequency of contact with LEP customers and related data.

Information collected through the 2022 outreach process will be incorporated into the agency's Public Outreach and Engagement Team Strategy (POETS) – an agency-wide program that sets standards for outreach and engagement, provides guidance and support for project managers, and offers staff training with the goal of institutionalizing public participation best practices for agency projects.

The 2022 PPP builds on the findings and commitments of the 2019 PPP and to assess trend analyses based on new data collected and to consider where practices and methodologies can be enhanced moving forward to best engage critical voices in our important decision-making processes.

## Key Insights

Consistent with previous Plans, the research conducted in 2022 demonstrated that the SFMTA's stakeholders are diverse in their demographic characteristics and that they have a variety of preferences for how they want to receive information about SFMTA services and meetings, how they want to participate in the agency's planning processes, and how they want to give feedback about its decisions. The research also yielded recommendations about how the agency can best work with the community based on overall stakeholder preferences and demographic patterns. The results reinforced many of the 2019 findings, with some new trends. Areas where the data remained consistent and where findings diverged are noted throughout this Plan. Not surprisingly, the most striking changes since 2019 resulted from the global pandemic and the need to adapt to new forms of virtual outreach, communication, community input, and public meetings.

Some highlights are included immediately below and in more detail throughout this report but major themes expressed by community members throughout the outreach and data collection efforts are: preferred forms of communication, language access needs and preferences, preferences regarding meeting times and virtual formats, and following up as decisions are made (closing the feedback loop). The agency also heard during Community Conversations that "People want to know their time is valued and their opinions drive changes. They do not want their comments to fall on deaf ears." Community feedback, as well as internal input from staff members specific to limited-English proficient customers, also informed the agency's approach to training and the creation of tools needed to implement the new requirements.

### Communication Methods and Content

Those who participated in the data collection effort for the 2022 Public Participation Plan and Language Assistance Plan updates weighed in on the public engagement and outreach methods most commonly used by the SFMTA to share information with, and collect feedback from, members of the community, as well as explore feedback related to the SFMTA's public meetings.

- These methods include community meetings, the SFMTA website, media ads, the San Francisco's multilingual 311 Telephone Customer Service Center, street level outreach by SFMTA staffers and contractors, mailers, social media, emails and text messaging, QR codes that link to project information and SFMTA Board of Directors' meetings.
- A majority indicated they use the SFMTA website as a source of information, two in five use signage and more than one-third use online apps (e.g., Moovit, Transit, Google Maps, MuniMobile, etc.), a growing source of information. However, the data showed that respondents use a wide swath of available information sources to learn about SFMTA's services and that use varies among demographic groups.
- This feedback reinforced the value of the SFMTA's increasingly robust toolkit of public outreach and engagement strategies. While a few techniques for sharing information and collecting feedback stand out – namely signage in vehicles, stations and shelters - smaller demographic groups, including low-income and minority populations, were likely to avail themselves of some of the less-frequently-cited communication tools, such as 311. Social media gained importance between 2016 and 2019, but in 2022 online apps, which were a new addition to the survey, exceeded social media in importance as a source of information and (as noted above) ranked just below the website and signage as a source.

- When asked about providing feedback to the SFMTA, respondents across all demographic groups prefer using the SFMTA website (consistent with prior years). When asked about sharing comments at SFMTA meetings, most respondents prefer submitting a written comment after the meeting via email.

### **Awareness of SFMTA Meetings**

Since 2016 approximately one-third have consistently stated they do not get information about Muni meetings. However, LEP respondents were more likely to get information about Muni meetings than non-LEP respondents.

- Respondents most often learn about meetings via the website, emails and signage. While the website was the most common source of information across most major demographic groups, respondents ages 50 and over used emails more than younger respondents; low-income respondents used all the sources more than high-income respondents did; and LEP respondents relied on family and friends more than non-LEP respondents did.

### **Factors Encouraging Meeting Attendance**

- The availability of virtual or online SFMTA meetings was seen as the biggest factor encouraging attendance to an SFMTA meeting, given the rise in virtual and online meetings since the start of the pandemic. Other key motivating factors include ensuring the meeting is located close to transit (which was one of the most important factors in prior years) and receiving advance notice of the meeting. The preference for virtual/online meetings cuts across all racial and ethnic groups; among language groups, native Mandarin and Chinese speakers were more likely than other groups were to be motivated by language assistance.
- In the 2022 survey, respondents indicated they would be most motivated to attend a meeting discussing service changes (the top-rated topic in 2019), safety and security, and construction. Low-income and LEP respondents were particularly interested in safety and security and fare changes.
- In general, qualitative respondents indicated that safety and security has become a more pronounced concern due to high profile attacks on Asian Americans, reports of increasing crime, and rising homelessness. Participants in the qualitative research indicated that safety was a reason for not riding Muni at times and something they wanted more information on. In the survey, women were slightly more likely to be interested in safety and security meeting topics than were men and non-binary respondents. White women, Asian women, and Hawaiian/Pacific Islander women were especially likely to be interested in safety and security, when compared to their male counterparts.

### **The Importance of Service Changes, Safety and Security**

- As in prior years, service and fare changes are among the top-rated meeting topics for survey respondents in 2022. Additionally, interviews with CBO leaders illustrate the importance of communicating these to the community, as routes and fares are often the areas in which they are providing community members support.
- Service and fare information is especially important in the context of the COVID-19 pandemic, which led to interruptions which could result in confusion for riders.

- Safety and security were also mentioned as a topic of interest through multiple channels, including as a topic encouraging meeting attendance, as well as affecting the decision to ride Muni.

## The Impact of COVID-19

The most significant impact on public outreach and engagement methods, and on public participation, since 2019 was the global pandemic. Many of the SFMTA's preferred and effective outreach and engagement techniques were not possible due to COVID restrictions. The SFMTA spent the last three years adapting to the new environment and the constraints it imposed and emerged with new tools to communicate, engage, and gather input, some of which were highlighted in the feedback received.

## Report Organization

This report has been divided into the following sections:

**Section I: Introduction.** This section serves as an introduction to the purpose and parameters of a Public Participation Plan (PPP). It includes an overview of the San Francisco Municipal Transportation Agency (SFMTA), the Federal Transit Administration's (FTA) guidelines for recipients of federal funds to comply with Title VI of the Civil Rights Act of 1964 and its implementing regulations, the agency's 2022 Language Assistance Plan, and San Francisco demographics.

**Section II: Data Collection.** This section reviews the methods used to collect information and data from the public to update the PPP, including surveys, community conversations, focus groups, and interviews with leaders of community based organizations.

**Section III: Community Research.** This section reviews the results of the community research and describes the quantitative and qualitative findings that are central to the PPP and that will inform the agency's public outreach and engagement strategies going forward. It summarizes survey responses regarding how participants currently obtain information about agency services and public meetings, how they prefer to provide feedback, what issues and topics are of most interest to them, and factors that encourage and help overcome barriers to participation.

**Section IV: Public Outreach and Engagement Methods.** This section describes the methods and tools that the SFMTA uses to inform and engage the public, and to "close the feedback loop" by telling participants how their input influenced a given project, policy, or program . It also highlights the agency's Public Outreach and Engagement Team Strategy (POETS), a program to promote sustained and consistent application of public outreach and engagement participation best practices across a variety of projects, especially large capital improvement projects.

**Section V: Broadening Public Outreach and Engagement.** This section discusses how the feedback received during the research for the PPP can be used to inform and improve the agency's approach to public participation moving forward. It reviews findings from primary quantitative and qualitative data collected as part of this update to identify preferred ways for the public to receive information and provide feedback to SFMTA, and it explores ways to encourage inclusive participation in public meetings and decision-making processes. It also discusses developments in the POETS program since 2019.

**Section VI: Fare and Major Service Changes.** As required by federal guidelines, this section reviews the agency's approach to soliciting public comment on proposed fare and major services changes and how feedback is processed and considered prior to implementation of changes.

**Section VII: Review and Monitoring of the Plan.** This section covers the agency's commitment to reviewing and monitoring the PPP, with the intent to incorporate the lessons learned into its overall approach to outreach and engagement and in the planning and implementation of public outreach and engagement for specific projects.

# Section I: Introduction

The purpose of the San Francisco Municipal Transportation Agency's (SFMTA) Public Participation Plan is to provide a framework of options and strategies from which to guide a customized, systematic and strategic public involvement approach that seeks out and considers the viewpoints of the general public, particularly low-income and minority community members, and other stakeholders in the course of conducting public outreach and involvement activities.

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## About the San Francisco Municipal Transportation Agency (SFMTA)

The SFMTA plans, designs, builds, operates, regulates and maintains one of the most comprehensive transportation networks in the world.

Established by voter proposition in 1999, the SFMTA, a department of the City and County of San Francisco, operates the Municipal Railway (Muni), parking, traffic, bicycling, walking and taxis within the City and County of San Francisco. Founded in 1912, Muni is one of the oldest transit systems in the world and across five modes of transit, Muni is the largest transit system in the Bay Area. Prior to the pandemic, Muni provided 78 routes throughout the City and County of San Francisco, which served over 700,000 weekday daily rides and over 220 million rides per year. The Muni fleet is unique and includes historic streetcars, renewable diesel and electric hybrid buses and electric trolley coaches, light rail vehicles, paratransit cabs and vans, and the world-famous cable cars.

The SFMTA Board of Directors (MTAB) governs the agency, providing policy oversight and ensuring the public interest is represented. The Board's duties include approving the agency's budget and contracts and authorizing proposed changes to fares, fees and fines. Its seven members are appointed by the mayor and confirmed by the Board of Supervisors.

## Purpose and Federal Requirements

### Public Participation Plan Purpose

The SFMTA's Public Participation Plan (PPP) reflects and reinforces the primary goal of the SFMTA's public involvement activities: to incorporate the best methods and tools possible to support a two-way dialogue between the SFMTA and its stakeholders during its important decision-making processes. As a federally funded agency that must comply with certain federal guidelines, the PPP also serves to fulfill the obligations under Title VI of the Civil Rights Act of 1964, which states that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

For this report, the SFMTA has paid particular attention to those methodologies and strategies that address linguistic, institutional, cultural, economic, historical or other barriers that may be preventing minority, low-income and Limited-English Proficient populations from participating effectively in the SFMTA's decision-making process.

While many SFMTA projects involve significant capital investments and take years to plan and implement, the agency also makes decisions on a daily basis that affect the communities we serve. These include fare and service changes, neighborhood-based capital improvements, and changes to the streetscape (stop location, signage, lane alignment, etc.). Outreach and engagement for these more "operational" decisions have been closely informed by public input, including research for the PPP, as described in Section II below.

### Federal Requirements

In accordance with federal guidelines, the SFMTA is required to submit to the Federal Transit Administration (FTA) a PPP that details the Agency's plans and strategies to engage minority, low-income and Limited English Proficient (LEP) populations in its planning and programming activities. As a recipient of federal funds and per Title VI of the Civil Rights Act of 1964 and its implementing regulations, FTA directs SFMTA to:

- Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and
- Ensure meaningful access to transit-related programs and activities by persons with limited- English proficiency.

The FTA requires that public transit providers create a PPP that describes both the proactive strategies the Agency will use to engage minority and LEP populations and the desired outcomes of this outreach. The PPP can be part of a broader public participation strategy that also targets other traditionally underserved communities, including low-income populations and people with disabilities.

As stated in Federal Transit Administration (FTA) Circular 4702.1B the SFMTA has “wide latitude to determine how, when and how often specific public involvement measures should take place and what specific measures are most appropriate.” (FTA C 4702.1B, Section III-5) The SFMTA has made these determinations based on a variety of factors, including the composition of the populations affected by its actions; the type of public involvement process planned for the particular project or initiative; feedback received during the update process; and, the resources available to the agency.

## Overview of the 2022 Language Assistance Plan (LAP)

In addition to the Public Participation Plan, the SFMTA is also required to have in place an updated Language Assistance Plan (LAP), pursuant to FTA Circular 4702.1B. As a recipient of federal funds, the SFMTA must take reasonable steps to ensure meaningful access to its services and benefits for persons with limited-English proficiency (LEP). Federal regulations require that information regarding federally funded programs must be accessible to individuals for whom English is not their primary language and who have a limited ability to speak, read, write, or understand English, in order to avoid discrimination on the basis of national origin, in violation of Title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations. Where applicable, elements of the LAP are included in this Plan.

To update the SFMTA’s current Language Assistance Plan (LAP), as required, the SFMTA followed the Four-Factor Analysis set forth in FTA Circular 4702.1B. In addition, the SFMTA also followed the U.S. Department of Transportation’s (DOT) LEP Guidance, published on December 14, 2005, which states that FTA recipients of grant funds document the steps undertaken to implement the U.S DOT LEP Guidance.

In accordance with the Title VI guidance provided by the U.S. Department of Transportation (DOT), the 2022 Language Assistance Plan includes an assessment of the following four factors:

1. The number or proportion of limited-English proficient persons eligible to be served or likely to be encountered by the SFMTA’s program;
2. The frequency with which limited-English proficient persons come into contact with SFMTA’s programs and services;
3. The nature and importance of the program, activity or service provided by the program to people’s lives; and,
4. The resources available for limited-English proficient outreach, as well as the costs associated with that outreach.

Pursuant to FTA Circular 4702.1B, after completing the Four-Factor Analysis, recipients shall use the results of the analysis to help identify the limited-English proficient individuals who require language assistance and determine which language assistance services are appropriate. The degree to which language assistance is provided, and in what languages, is an outcome of the analysis of the four factors and is captured in the SFMTA’s 2022 Language Assistance Plan.

While recipients have “considerable flexibility” in developing a Language Assistance Plan, at a minimum it must include: (1) the results of the Four-Factor Analysis, including a description of the LEP populations served; (2) a description of how language assistance services are provided by language; (3) a description of how notice is provided to LEP individuals about the availability of language assistance; (4) the methods by which the plan is monitored, evaluated and updated; and, (5) how employees are trained to provide timely and reasonable language assistance to LEP populations.

As part of its Language Assistance Plan update, the SFMTA employed practices recommended by the FTA in its Handbook for Public Transportation Providers entitled “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited-English Proficient (LEP) Persons.” As part of these recommended practices, SFMTA assessed data from multiple sources including U.S Census and state and local data, focus groups, community conversations, a public engagement and community language access survey, telephonic interpretation service data, and information collected through interviews with leaders of Community-Based Organizations (CBOs) that serve limited-English Proficient populations and data from SFMTA staff who work with limited-English proficient customers on a regular basis.

Findings from the 2022 SFMTA’s Language Assistance Plan (LAP), which is incorporated herein by reference, are integrated into the 2022 Public Participation Plan update.

## **Demographics Overview, Including LEP Populations**

The San Francisco Municipal Transportation Agency (SFMTA) serves the area defined as the City and County of San Francisco, which has a total population of 835,589 according to the 2016-2020 American Community Survey 5-Year estimates.

### **Racial and Economic Diversity**

San Francisco is diverse with regard to both ethnicity and income levels, as indicated in the following tables

**Table 1: Race and Ethnic Diversity in San Francisco**

**Source: 2016-2020 American Community Survey 5-Year Estimates (Dataset B02001).**

| Race/Ethnicity                                   | Percentage |
|--------------------------------------------------|------------|
| White alone                                      | 44.9%      |
| Black or African American alone                  | 5.1%       |
| American Indian and Alaska Native alone          | 0.4%       |
| Asian alone                                      | 34.3%      |
| Native Hawaiian and Other Pacific Islander alone | 0.4%       |
| Some other race alone                            | 7.2%       |
| Two or more races                                | 7.2%       |

**Table 2: Selected Economic Characteristics in San Francisco**

**Source: 2016-2020 American Community Survey 5-Year Estimates (Dataset DP03).**

| Income Per Household                |           |
|-------------------------------------|-----------|
| Median Household Income             | \$119,136 |
| Per Capita Income                   | \$72,041  |
| Persons Below Federal Poverty Level | 10.1%     |

## **Linguistic Diversity**

The SFMTA also serves a significant number of residents with Limited-English Proficiency. According to the 2016-2020 American Community Survey 5-Year estimates, the total population of San Francisco is 835,589 and the population of LEP persons—persons who identify as speaking English “less than very well”—is 159,107, about one in five San Franciscans (19.04%). The LEP proportion of those who use public transportation for their commute is also about one-fifth. Chinese (including primarily Cantonese but also Mandarin) is the most widely spoken LEP language group in San Francisco, comprising just over half of LEP population; Spanish is the second-most widely spoken, comprising about a fifth.

For the student population, those proportions are essentially reversed; about one half of English Learners speak Spanish at home and a quarter speak either Cantonese or Mandarin. Federal guidance provides that the greater the number or proportion of LEP individuals from a language group, the more likely language services are needed. Based on the most recent data, the SFMTA has identified eight “Safe Harbor” languages that fall within the “Safe Harbor Provision,” as established by the Department of Justice and as adopted by U.S. DOT, which requires that agencies provide written translation of vital documents for each eligible LEP group that constitutes five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered. For the SFMTA, those languages include: Chinese, Spanish, Filipino, Russian, Vietnamese, Korean, Japanese and French. In San Francisco, people who speak Cantonese and Spanish comprise about three-quarters of the LEP population. The remaining quarter—for both the general population and students—includes the following remaining safe harbor languages: Filipino, Russian, Vietnamese, Korean, Japanese, and French.

# Section II: Data Collection

## Data Collection Overview

To update the most recent version of its Public Participation Plan (PPP), the agency conducted extensive outreach to residents, community stakeholders and other members of the public representing diverse populations throughout the City and County of San Francisco. Both quantitative and qualitative data sources were used, described in further detail below. Quantitative data was collected via a Public Participation and Community Language Access Survey (Public Participation Survey), which was completed in multiple languages by over 9,300 SFMTA stakeholders representing a broad demographic. Highlights are included throughout the PPP and select survey results are attached as Appendix B: Supplemental Tables of 2022 Survey Data. The robust quantitative data was complemented by qualitative data from two different sources, Community Conversations with San Francisco residents and community leaders, as well as 27 interviews with leaders of community-based organizations located throughout San Francisco, both described in more detail below. The qualitative data research included significant participation from low-income and minority populations, as well as the community leaders who serve them. While robust feedback was received through the various channels employed, effects of the COVID-19 pandemic were evident, including limited access to in-person data collection and community organizations just coming back on-line post closure with modified business practices in many instances, including limited resources and in-person services.

The PPP was also informed, by design, by the data collection effort for the Language Assistance Plan and PPP-related questions were asked as part of the research conducted, as detailed below. This overlap was intended to broaden the reach of research methods and provide even richer feedback for both plans.

Organizations contacted as part of the 2022 PPP update are listed in Appendix A: 2022 PPP Report Outreach to Organizations.

## Public Participation and Community Language Access Survey

The SFMTA fielded a multilingual survey to collect quantitative input from its stakeholders and received over 9,300 completed surveys. The multilingual survey was promoted on the SFMTA home web page and hosted online to reach individuals with a wide array of language proficiencies. The SFMTA also conducted a grassroots outreach effort to engage a broad range of stakeholders in the survey, including attending community events, conducting intercept surveys at various locations throughout the city and reaching out via email or by phone to community-based organizations across the service area, with follow-up emails to organizations with the links to the online survey.

As requested, Community-Based Organizations (CBOs) were provided with printed copies of the online survey to ensure that participation was not dependent upon online access. The SFMTA received completed print surveys from two organizations. Print surveys and virtual links were also distributed at the end of community input sessions with some completed on site by session attendees.

In addition, many CBOs were willing to share the electronic version of the survey via their list serves or on their social media pages in order to help assist in reaching their membership, as well as offering translated

hard copies. Survey respondents were also solicited via social media posts through Facebook and Twitter. Outreach to potential survey respondents was also conducted through partnerships with other city partners including the Office of Civic Engagement and Immigrant Affairs.

Intercept survey events were conducted at various events and locations throughout the city, including: Bayview National Night Out; Mo Magic Backpack Giveaway; First Annual Buchanan Mall Block Party; Clement Street Farmer's Market; Chinatown National Night Out; and, Russian American Community Services Food Pantry.

## Community Conversations

The SFMTA attended eight in-person and/or virtual meetings with a diverse set of stakeholder groups across the city. Each of these groups represent communities that are often hard to reach through traditional or broad public outreach. The SFMTA has learned that there are many barriers to inclusion and public participation, and sought to create a space for conversation, listening, and building relationships with the organizations that represent and advocate for diverse and often underserved communities, neighborhoods, and stakeholder groups.

The participants represented a demographically diverse cross-section of the city in terms of age, income level, gender, race, and geographic location. Each community conversation was facilitated by an experienced facilitator and began with an overview of the goals of the Public Participation Plan. Participants were told there would be a series of questions to guide the conversation and how their feedback would be incorporated into future outreach and engagement efforts. Participants were encouraged to speak candidly while the facilitator guided the conversation and notes were taken by additional staff in real time. Each community group was compensated with a \$500 stipend for their time and effort to recruit participants and acknowledge the work they do every day to support their members and communities. Details are included in Appendix C: 2022 Community Conversations Summary.

The following organizations hosted community conversation sessions:

- Arc of San Francisco
- Excelsior Action Group
- Lighthouse for the Blind
- OMI Neighbors in Action
- Samoan Community Development Center
- SF LGBT Center
- SFMTA Small Business Working Group
- Tenderloin Boys and Girls Club

In addition, a robust session was held with leadership from the American Indian Cultural Center that provided valuable insights into topics of interest and communication preferences of this community.

## Community Based Organization (CBO) Leadership Interviews

In addition to efforts to ensure that low-income and minority residents were included in the PPP outreach, the results of the robust outreach conducted for the LAP helped to inform the PPP to ensure the voices of persons with limited-English proficiency were included.

The SFMTA designed and conducted telephonic interviews with CBO leaders serving LEP populations across the city to, in part, solicit feedback on public participation needs and a summary of LEP user needs, including literacy and education levels and communication preferences with the SFMTA based on constituent experience, including during the pandemic. Leadership interviews were conducted with organizations that serve LEP populations in the following languages: Chinese -- Cantonese and Mandarin, French, Japanese, Korean, Spanish, Russian, Vietnamese, Filipino (Tagalog), Thai and Arabic. The CBOs represented by these individuals assist and advocate for residents from a variety of different demographic groups, geographies, and literacy levels. The CBOs also represented different cross-sections of San Francisco's diverse communities, including, senior centers, and community service providers. From these interviews, input was solicited on user needs and communication preferences based on constituent experience.

The CBOs engaged to participate in the 2022 outreach efforts included the groups approached during the 2019 data collection efforts to the extent possible for comparison purposes as well as additional organizations that serve individuals with limited-English proficiency across various neighborhoods in the city. Due to the COVID-19 pandemic, several of the CBOs that previously participated had scaled back operations and were not able to participate during the project timeline. The additional organizations that participated helped represent the language and demographic groups that characterize the city. The resulting feedback from the 27 interviews was robust and was compared and assessed in the context of data collected during the CBO interviews conducted in 2019.

The diverse demographics of the communities served by the CBO leaders interviewed are included in Appendix A: 2022 PPP Report Outreach to Organizations.

## **LEP Focus Groups**

For its Language Assistance Plan update, which helps inform the Public Participation Plan, the SFMTA designed and facilitated both virtual and in-person focus groups for LEP customers, which included solicitation of feedback on public participation methods and preferences, among other topics. Based on the preference of the CBO group, focus group facilitation was conducted in native languages by a trained facilitator with an interpreter present to do real-time translation of responses back to English for SFMTA staff.

Seven focus groups with a total of 87 LEP Muni customers were conducted in the top five languages spoken by the LEP population in the City and County of San Francisco. Two focus groups were conducted in Spanish and two were conducted in Cantonese. One focus group was conducted in each of the following languages: Russian, Vietnamese, and Filipino. Selected organizations recruited LEP members for the focus groups and were supplied with an in-language flier to assist in recruitment.

## **2022 Public Participation and Community Language Access Survey**

The SFMTA received a robust response to the 2022 Survey, with over 9,300 surveys completed in 2022 as an update to the 2016 and 2019 surveys. A wide variety of participants weighed in, representing a diversity of San Francisco residents in terms of ages, income levels, geographic locations, and languages spoken:

- The most commonly spoken languages among respondents were English, Spanish, and Cantonese, although respondents also represented native Mandarin, Russian, Filipino, Vietnamese, Arabic, French, Korean, Japanese, and Thai populations<sup>1</sup>. Table 3 includes information on specific percentages.
- Seventy-five percent of respondents speak English as a first language, five percent say their native language is Spanish and seven percent say the same about Cantonese.
- Eighteen percent of respondents were Limited English Proficiency (LEP).
- Approximately one-quarter ride Muni five times a week (24%), 21% ride Muni 3-4 times a week and 23% ride 1 day a week or more – meaning 68% of stakeholders surveyed ride Muni at least once a week.
- Twenty-one percent of respondents reside in the City’s Northeast quadrant, 18% in the Southeast, 13% in the Northwest and 14% in the Southwest. Five percent live outside the city and 29% did not provide a ZIP Code.<sup>2</sup>
- Half of respondents identified as female, 44% as male, and 1% as non-binary.
- Among the respondents that provided income information, 67% were high-income and 17% were low-income (15% did not provide income and/or household size information).<sup>3</sup> Table 4 illustrates the distribution of respondents’ incomes.
- Survey respondents were also ethnically diverse as shown in Table 5.

**Table 3: Public Participation Survey Participation by Native Language**

Source: SFMTA Public Participation Survey, 2022.

| Native Language | Percent |
|-----------------|---------|
| English         | 75%     |
| Cantonese       | 7%      |
| Spanish         | 5%      |
| Mandarin        | 3%      |
| Vietnamese      | 2%      |
| Filipino        | 1%      |
| Russian         | 1%      |
| French          | 1%      |
| Japanese        | 1%      |
| Arabic          | <1%     |
| Korean          | <1%     |
| Thai            | <1%     |
| Other           | 3%      |

<sup>1</sup> Native Arabic, Korean and Thai speakers each make up less than 1% of the sample.

<sup>2</sup> The city is divided into quadrants using ZIP Codes with the North/South boundary falling along Market Street and the East/West boundary aligning with Van Ness Avenue.

**Table 4: Public Participation Survey Participation by Household Income**

Source: SFMTA Public Participation Survey, 2022.

| Household Income           | Percent |
|----------------------------|---------|
| <b>Under \$15,000</b>      | 7%      |
| <b>\$15,000-\$24,999</b>   | 6%      |
| <b>\$25,000-\$34,999</b>   | 6%      |
| <b>\$35,000-\$49,999</b>   | 8%      |
| <b>\$50,000-\$99,999</b>   | 18%     |
| <b>\$100,000-\$149,999</b> | 12%     |
| <b>\$150,000-\$199,999</b> | 7%      |
| <b>\$200,000 and above</b> | 14%     |
| <b>Prefer not to say</b>   | 23%     |

**Table 5: Public Participation Survey Participation by Ethnicity**

Source: SFMTA Public Participation Survey, 2022.

| Ethnicity                                  | Percent |
|--------------------------------------------|---------|
| <b>African American</b>                    | 3%      |
| <b>Asian</b>                               | 26%     |
| <b>Hispanic/Latino</b>                     | 8%      |
| <b>White</b>                               | 51%     |
| <b>Native Hawaiian or Pacific Islander</b> | 1%      |
| <b>American Indian or Alaska Native</b>    | 1%      |
| <b>Mixed</b>                               | 8%      |
| <b>Not listed</b>                          | 2%      |

**Table 6: Public Participation Survey Participation by City Quadrant**

Source: SFMTA Public Participation Survey, 2022.

| City Quadrant          | Percent of Respondents |
|------------------------|------------------------|
| <b>Northeast</b>       | 21%                    |
| <b>Southeast</b>       | 18%                    |
| <b>Northwest</b>       | 13%                    |
| <b>Southwest</b>       | 14%                    |
| <b>Other</b>           | 5%                     |
| <b>Did not specify</b> | 29%                    |

# Section III: Community Research



*Community event attendees taking survey*

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## Introduction

The focus of the 2022 PPP update was to perform a trend analysis by administering a survey similar to the 2016 and 2019 surveys and comparing results between 2016 and 2019 qualitative sources, including interviews conducted with CBO staff located throughout San Francisco and serving a wide variety of demographics, as well as Community Conversations held with organizations throughout San Francisco. The 2022 Language Assistance Plan was also informed by these sources and contains additional insights on specific needs by language and preferences for communication by limited-English proficient customers.

## Research Findings

### How Participants Currently Obtain Information About SFMTA Services

The Public Participation Survey resulted in the following key findings as to how SFMTA stakeholders most often get information about SFMTA services, programs or projects. This input will inform the agency's public outreach and engagement strategy going forward within the framework of POETS.

As seen in Table 7 below, 2022 Survey respondents most commonly use the SFMTA website, signs in vehicles, stations or bus shelters, and online apps to get information about SFMTA/Muni services.

While reliance on the SFMTA website has remained consistent since 2019, reliance on signs in vehicles, stations or bus shelters has decreased notably, by 16 points, as has social media, which was used by two in five in 2019 and only by 14% in 2022. In contrast, online apps, which were not included in prior years' surveys, are used by more than one-third of survey respondents to get information about SFMTA/Muni services.

The sources used least frequently for information about SFMTA services are brochures, ambassadors doing street-level outreach, SFMTA/Muni meetings in their community and SFMTA Board of Directors Meetings. Outreach ambassadors are also used infrequently by LEP survey respondents, even though in the focus groups, participants emphasized the importance of having bilingual staff and outreach, suggesting they may be unaware of the ambassadors currently available.

Some key distinctions among how different demographic groups receive information are described below.

**Table 7: Source of Information about SFMTA Services**

**Source: SFMTA Public Participation Survey, 2016-2022.**

*How do you get information about SFMTA/Muni services?*

| Source of Information                                           | 2016 | 2019 | 2022 | 2022-2019 Difference |
|-----------------------------------------------------------------|------|------|------|----------------------|
| SFMTA/Muni website (SFMTA.com, web blog, etc.)                  | 62%  | 58%  | 59%  | +1%                  |
| Signs in vehicles, stations, or bus shelters                    | 59%  | 61%  | 45%  | -16%                 |
| Online applications or APPS (Moovit, MuniMobile, Transit, etc.) | N/A  | N/A  | 38%  | N/A                  |
| Maps in vehicles, stations, or bus shelters                     | 38%  | 35%  | 30%  | -5%                  |
| Email communications                                            | 21%  | 27%  | 19%  | -8%                  |
| Friends and family members                                      | 24%  | 20%  | 16%  | -4%                  |
| Social media posts e.g., Facebook, Twitter, Instagram           | 33%  | 42%  | 14%  | -28%                 |
| San Francisco's 311 Telephone Customer Service Center           | 11%  | 8%   | 13%  | +5%                  |
| Text message updates                                            | 11%  | 24%  | 11%  | -13%                 |
| Radio or television                                             | 6%   | 4%   | 6%   | +2%                  |
| Mailers                                                         | 4%   | 4%   | 4%   | 0%                   |
| Meeting notices (e.g., fliers, posters)                         | 4%   | 3%   | 4%   | +1%                  |
| SFMTA/Muni's Customer Service Center on 11 S Van Ness           | 11%  | 8%   | 3%   | -5%                  |
| Community or faith-based organizations                          | 4%   | 3%   | 3%   | 0%                   |
| Newspaper ads                                                   | 5%   | 3%   | 3%   | 0%                   |
| Brochures                                                       | 5%   | 3%   | 2%   | -1%                  |
| Ambassadors doing street-level outreach                         | 3%   | 3%   | 2%   | -1%                  |
| SFMTA/Muni meetings or other meetings in my community           | 5%   | 4%   | 2%   | -2%                  |
| SFMTA Board of Directors Meetings                               | 2%   | 2%   | 1%   | -1%                  |

- The survey indicated there was a much higher use of social media and online apps among respondents under age 50 as compared to those 50 and over (23% of those under 50 use social media and 46% use online apps) and a higher use of 311 Customer Service among those 50 and over (17% among those 50 and over compared to 9% among those under age 50).
- Low-income respondents were more than twice as likely as others to use 311 and also more likely to rely on friends and family than are higher-income respondents.
- The website, signs, and online apps were among the most common sources of information among major demographic groups (i.e., race, income, gender, age, LEP-status, native language)

- African American and American Indian respondents were slightly more likely to rely on 311 than other racial and ethnic groups.
- White and American Indian respondents were more likely to use signs in vehicles and online apps than others were.
- Asian and Hawaiian/Pacific Islander respondents were slightly more likely than others to rely on family and friends than other racial and ethnic groups.
- The multilingual 311 Telephone Customer Service Center was used most by Russian, Filipino and Arabic speakers, as a percentage compared to other language groups.
- Native Vietnamese and Thai speakers were the only language groups for whom the website was not the most commonly used source of information. Vietnamese-speakers rely most on community-based organizations (31%) and 50% of Thai speakers rely on family and friends.
- Native Arabic speakers used email communications more than other groups did and at similar rates to their use of the website and online apps.
- Native Russian, Arabic, and Vietnamese speakers were more likely to use radio and TV than others were.
- Filipino speakers reported using text updates at higher rates than other language groups.
- Those who report having a disability are twice as likely to use the 311 Telephone Customer Service Center as those who do not (24% compared to 12%), although the website and signage are also the most commonly used source among this group.
- Nearly three-quarters of respondents use social media (72%); Twitter users were most likely to use social media specifically to learn about SFMTA and Muni services compared to users of other social media sites.
- The subset of LEP respondents included in the survey reported relying on the website and signs in vehicles, bus stations and shelters, as the most frequent sources of information; however, they use these less than overall PPP respondents do. One in five LEP respondents use maps on buses and in stations (21%) and one in five use online apps (e.g., Transit App, MuniMobile, etc.) (20%). LEP respondents are more likely to rely on friends and family (26%) and to use the 311 Telephone Customer Service Center (19%) than others are.

Interviews with CBO leaders that serve the LEP community confirmed that word of mouth is one of the most popular ways for LEP customers to get information about SFMTA. These interviews also revealed that while the Internet and social media are popular ways for LEP customers to learn about SFMTA, a number of LEP groups in San Francisco do not currently use technology for this purpose. CBO leaders also mentioned their centers, schools, and other cultural centers as valuable sources of information about SFMTA for their LEP populations.

Community leaders interviewed suggested a number of ways for SFMTA to best communicate with the LEP populations they serve, including: translated fliers at bus stops and on buses, at popular stores, senior housing centers, CBOs, schools, and community events, postings in native language newspapers and social media, and through ambassadors. CBOs leaders frequently expressed interest in receiving the fliers to share with their clients, especially since many of their clients visit them daily or multiple times each week.

Additionally, the information focus group participants provided on their sources of information differed from the survey research. While the website was by far the most common source of information among those who took the survey, focus group participants found it difficult to use and were unaware that it is available in non-English languages. Those who were monolingual felt like lack of in-language content available on mobile apps, like MuniMobile made those difficult to use as well.

While signage and maps in vehicles, stations, and shelters were a very common source of information among survey respondents, focus group participants' experience using the information at transit stops was mixed. They found word of mouth from family, friends and CBOs easiest to rely on. Focus group participants also found using their smartphone to access Google Translate and Google Maps to be one of the easiest ways of getting information on how to use transit, although older adults tended to be less tech savvy and face barriers to using apps.

In general, survey respondents reported using Facebook and Instagram the most and approximately one in four uses Twitter. More than one-quarter say they do not use social media.

**Table 8: Social Media Use**

**Source: SFMTA Public Participation Survey, 2022.**

*What social media platforms do you use most?*

| Platform                       | Percent of Respondents |
|--------------------------------|------------------------|
| Facebook                       | 40%                    |
| Instagram                      | 34%                    |
| Twitter                        | 23%                    |
| LinkedIn                       | 17%                    |
| TikTok                         | 9%                     |
| WeChat                         | 8%                     |
| <b>Do Not Use Social Media</b> | 27%                    |
| Other                          | 5%                     |

There are some notable distinctions in social media use along demographic lines:

- Respondents under age 40 use Instagram the most; those ages 40-64 use Facebook the most and those 65 and over are most likely to say they do not use social media at all.
- While TikTok ranks much lower than other forms of social media, those under age 30 use it more than other age groups do.
- LEP respondents use Facebook and WeChat most often.
- Most language groups use Facebook most often; however native Cantonese and Mandarin speakers use WeChat the most by far.
- Twitter is used most by native French speakers (32%), English-speakers (27%) and Japanese speakers (21%). Twitter is used at lower rates by native speakers of other languages and only 8% of LEP respondents use it.
- Filipino speakers use Facebook and Instagram the most (62% use Facebook and 38% use Instagram) and reported low Twitter usage.
- Native Russian and Vietnamese speakers use are among the most likely to say they do not use social media.
- While Facebook was the most common social media across all racial and ethnic groups; white respondents were closely split in the frequency of use between Facebook and Instagram, Asian Americans use WeChat more than other racial and ethnic groups, and Latinx respondents use TikTok more than others do.

## How Participants Prefer to Provide Feedback

How SFMTA stakeholders prefer to provide feedback – including SFMTA’s acknowledgement of that feedback – is a key element of successful outreach and communications. Just as SFMTA stakeholders have diverse sources for obtaining information about SFMTA services and meetings, they have a diverse set of preferences about how they would like to provide feedback to the agency.

Consistent with prior years, the website was by far the easiest way for respondents to submit feedback to the SFMTA and 58% said this was their preferred method. The next tier of feedback methods was preferred by about one-quarter of respondents and includes online apps, 311, written feedback, and social media. Contacting their District Supervisor, community meetings, visiting the customer service center and through community-based organizations all ranked lowest. Since 2019, respondents increasingly say they call 311 to provide feedback.

**Table 9: Preferred Method of Providing Feedback**

**Source: SFMTA Public Participation Survey, 2016-2022.**

*What are the easiest ways for you to provide feedback to SFMTA/Muni?*

| Feedback Method                                                    | 2016 | 2019 | 2022 | 2022-2019 Difference |
|--------------------------------------------------------------------|------|------|------|----------------------|
| On the SFMTA/Muni website (SFMTA.com, web blog etc.)               | 64%  | 58%  | 58%  | 0%                   |
| Online applications or APPS (Moovit, Transit, MuniMobile, etc.)    |      | N/A  | 26%  | N/A                  |
| Calling San Francisco's 311 Telephone Customer Service Center      | 13%  | 13%  | 25%  | +12%                 |
| Written Feedback/Survey, contacting SFMTA staff                    |      | N/A  | 25%  | N/A                  |
| Social Media (e.g., Twitter, Instagram, Facebook)                  |      | N/A  | 21%  | N/A                  |
| Contacting your District Supervisor                                | 2%   | 2%   | 6%   | -4%                  |
| SFMTA/Muni meeting in my community                                 | 3%   | 3%   | 5%   | +2%                  |
| Visiting SFMTA/Muni's Customer Service Center at 11 South Van Ness | 1%   | 1%   | 4%   | +3%                  |
| Through your community or faith-based organizations                | 1\$  | 1%   | 4%   | +3%                  |

Key demographic distinctions in how respondents preferred to provide feedback include (details available in Appendix B, Supplemental Tables of 2022 Survey Data):

- The website was most commonly reported as the easiest way of reporting feedback across age groups. However, those ages 50 and over were nearly twice as likely as those under age 50 to use 311 (31% compared to 17%). Those under age 50, in turn, were much more likely to use social media and online apps than were those ages 50 and over.
- The website is the easiest way to provide feedback across most language groups, except among Vietnamese speakers who say through community or faith-based organizations was easiest (34%).
- Pluralities of respondents of all racial and ethnic groups indicated the SFMTA website was the easiest way to provide feedback.

Survey respondents were also asked about their preference for providing feedback when attending an in-person meeting, another key aspect of gathering input from the community. A majority said they prefer to submit feedback after the meeting via email (56%) and approximately half say they would prefer to submit a written comment during the meeting (49%). More than one-third prefer to share feedback through

Muni's website, project phone number, 311, and social media (36%), 28 percent prefer to speak publicly during the meeting and one in ten said they would prefer to share feedback through another person or organization.

While respondents of most demographic groups ranked submitting feedback via email the highest, some distinctions include:

- Native Russian, Vietnamese, and French speakers said they prefer to submit a written comment during the meeting most often.
- Native Korean speakers ranked submitting comment via Muni's website, project phone number, 311, and social media the highest.
- While Cantonese and Mandarin speakers both ranked submitting feedback after the meeting via email highly, they also indicated a preference for submitting a written comment during the meeting and for Muni's website, project phone number, 311, and social media.

Those who experience language barriers when riding Muni tend to be more divided across all the options for submitting feedback than do those who do not face language barriers.

### How Participants Obtain Information About SFMTA's Public Meetings

As shown in Table 10, survey respondents learned about SFMTA meetings most often on the agency's website, from email communications, through signage in vehicles, stations, and bus shelters, and via social media. The number of respondents who say that they have no source of information about SFMTA meetings has remained consistent since 2019.

**Table 10: Sources of Information on Muni Meetings**

**Source: SFMTA Public Participation Survey, 2016-2022.**

*Where do you get information about SFMTA/Muni meetings?*

| Source of Meeting Information                                                       | 2016 | 2019 | 2022 | 2022-2019 Difference |
|-------------------------------------------------------------------------------------|------|------|------|----------------------|
| <i><b>None of the above – I don't get information about SFMTA/Muni meetings</b></i> | 31%  | 36%  | 34%  | -2%                  |
| <b>SFMTA/Muni web site (SFMTA.com, web blog, etc.)</b>                              | 31%  | 29%  | 31%  | +2%                  |
| <b>Email communications</b>                                                         | 19%  | 18%  | 24%  | +6%                  |
| <b>Signs in vehicles, stations, or bus shelters</b>                                 | 27%  | 18%  | 18%  | 0%                   |
| <b>Social media posts</b>                                                           | 19%  | 20%  | 11%  | -9%                  |
| <b>Meeting notices (such as fliers, posters)</b>                                    | 7%   | 5%   | 10%  | +5%                  |
| <b>Friends and family members</b>                                                   | 9%   | 8%   | 9%   | +1%                  |
| <b>Mailers</b>                                                                      | 6%   | 5%   | 9%   | +4%                  |
| <b>Radio or television</b>                                                          | 4%   | 3%   | 6%   | +3%                  |
| <b>Text-based updates</b>                                                           | 3%   | 7%   | 6%   | -1%                  |
| <b>San Francisco's 311 Telephone Customer Service Center</b>                        | 3%   | 2%   | 5%   | +3%                  |
| <b>Community or faith-based organizations</b>                                       | 5%   | 4%   | 5%   | +1%                  |
| <b>Newspaper ads</b>                                                                | 5%   | 3%   | 4%   | +1%                  |

|                                                              |     |     |    |     |
|--------------------------------------------------------------|-----|-----|----|-----|
| <b>Other:</b>                                                | N/A | N/A | 3% | N/A |
| <b>SFMTA/Muni's Customer Service Center on 11 S Van Ness</b> | 2%  | 1%  | 2% | +1% |
| <b>Brochures</b>                                             | N/A | 2%  | 2% | 0%  |
| <b>Ambassadors doing street-level outreach</b>               | N/A | 2%  | 2% | 0%  |
| <b>SFMTA Board of Directors Meetings</b>                     | N/A | 1%  | 1% | 0%  |

The website was the most common source of information on Muni meetings across many major demographic groups, there were some distinctions in how demographic groups access meeting information:

- While all age groups were most likely to say the website was their source of information, those 50 and over were more likely to rely on email communications than younger respondents.
- The website and signs in vehicles, stations or bus shelters were the most common sources of information for low-income respondents and, in general, low-income respondents tended to use all the sources of information at higher rates than high-income respondents, with the exception of email communications.
- LEP respondents were much more likely than non-LEP respondents to rely on family and friends as sources of information on meetings.
- BIPOC respondents all chose the website as their most common source of information with a large margin over other sources of information; respondents who identified as white reported learning about meetings through the website and emails at similar rates.
- The website was the most common source of information among all languages, except native Vietnamese speaking respondents who said community-based organizations were their most used source and Arabic speaking respondents who said emails were the most used source (although Arabic speakers used the website at similar rates to emails).

### **Issues and Topics of Interest**

When asked what topics would encourage them to attend a public meeting and/or provide feedback to the SFMTA, a majority of survey respondents identified service changes as the issue most likely to motivate them to participate (58%). Nearly half identified safety and security (49%), two in five said construction, transit and pedestrian projects would encourage them, and more than one-third identified fare changes (36%). Fewer than one in ten said the agency budget would encourage them to attend meetings (8%). While service changes remain the top topic of interest, as a point of interest, in 2019 70% said this would motivate them to attend meetings.

**Table 11: Meeting Topics of Interest**

**Source: SFMTA Public Participation Survey, 2022.**

*What SFMTA/Muni-related topics would encourage you to attend a meeting and/or provide input to SFMTA?*

| Meeting Topic                                                                                  | Percent of Respondents |
|------------------------------------------------------------------------------------------------|------------------------|
| Service changes                                                                                | 58%                    |
| Safety/Security (e.g., system safety and security, vehicles, stations, transit stops/shelters) | 49%                    |
| Construction/Transit/Pedestrian projects                                                       | 40%                    |
| Fare changes                                                                                   | 36%                    |
| Other:                                                                                         | 13%                    |
| Agency budget                                                                                  | 8%                     |

Key demographic distinctions in meeting topic interests include (details available in Appendix B, Supplemental Tables of 2022 Survey Data):

- Those ages 50 and over were most interested in service changes and safety and security; those under age 50 also ranked service changes as their top priority but ranked safety and security and construction projects similarly.
- Meeting topic preferences varied by income; low-income respondents ranked safety and security, service changes and fare changes as their highest priority topics, while higher-income respondents ranked service changes highest, followed by safety and security and construction projects.
- LEP respondents were most interested in safety and security and fare changes.
- Respondents who reported having a disability also rated service changes and safety and security as most interesting meeting topics.
- White and American Indian respondents were less likely to rank fare changes as a meeting topic of interest than were Asian, Hawaiian/Pacific Islander, Latinx, and African American respondents.
- Women were slightly more likely to be interested in safety and security than were men and non-binary respondents. White women, Asian women, and Hawaiian/Pacific Islander women were especially likely to be interested in safety and security, when compared to their male counterparts.

Feedback shared by LEP focus group participants indicated that the most important information to receive, in general, not just limited to meetings, was on routes, schedule changes, fare changes and safety, as well as delays and how to submit feedback about an operator. Comments from focus group participants in 2016 aligned with those from 2022, as they too expressed a desire for information on SFMTA schedules, routes, service changes, security, and filing complaints.

CBO leaders said LEP individuals ask them most often about routes and service, particularly if they are going somewhere new or there has been a service interruption, as well as fares and discounted Clipper Cards. CBO leaders interviewed in 2016 said the most common questions asked of them by their service populations included special programs and discounted passes, transit information, accessing Muni, and routes. CBO leaders in 2019 also mentioned helping with paratransit applications.

## Encouraging Participation

Survey respondents were asked about a number of characteristics of a meeting aimed at encouraging attendance and participation. A majority of participants said that being able to participate virtually or online would encourage them to participate in an SFMTA meeting (Table 12); this was a new option added to the survey that has been adopted since the start of the pandemic.

Nearly half of respondents said that receiving advance notice would encourage them to participate and 42% noted that having the meeting location near transit would encourage them. Ensuring meetings are located near transit is still highly important, but the percent of respondents who say it would encourage them to participate has declined since 2019.

**Table 12: Meeting Characteristics Encouraging Participation**

**Source: SFMTA Public Participation Survey, 2016-2022.**

*What are the three things that would most encourage you to attend an SFMTA/Muni meeting?*

| Meeting Characteristic                                                | 2016 | 2019 | 2022 | 2022-2019 Difference |
|-----------------------------------------------------------------------|------|------|------|----------------------|
| <b>Virtual/online (e.g., Zoom) or by phone</b>                        | N/A  | N/A  | 52%  | N/A                  |
| <b>Advance notice</b>                                                 | 53%  | 52%  | 48%  | -4%                  |
| <b>Meeting location close to transit</b>                              | 59%  | 60%  | 42%  | -18%                 |
| <b>Evening weekday meetings (after 5pm)</b>                           | N/A  | N/A  | 28%  | N/A                  |
| <b>Daytime weekday meetings (10am-5 pm)</b>                           | N/A  | N/A  | 18%  | N/A                  |
| <b>Weekend meetings (10 am-5 pm)</b>                                  | N/A  | N/A  | 16%  | N/A                  |
| <b>Adequate parking</b>                                               | 18%  | 14%  | 15%  | -1%                  |
| <b>Food</b>                                                           | 14%  | 14%  | 13%  | +1%                  |
| <b>Other</b>                                                          | N/A  | N/A  | 8%   | N/A                  |
| <b>Language assistance (e.g., interpreters, translated materials)</b> | 8%   | 6%   | 7%   | +1%                  |
| <b>Childcare</b>                                                      | 5%   | 5%   | 5%   | 0%                   |
| <b>Accommodations for people with disabilities</b>                    | 3%   | 4%   | 5%   | +1%                  |

Key demographic distinctions in what would encourage them to attend a meeting include (details available in Appendix B, Supplemental Tables of 2022 Survey Data):

- With some variation in the relative priority, the top three motivating factors cut across all ethnic groups.
- Those ages 50 and over rank receiving advance notice, meeting location close to transit and a virtual option higher; those under age 50 prioritize the virtual option the most (61%).
- For low-income respondents, the top priority is having the meeting close to transit.
- LEP respondents rank having the meeting located close to transit as the thing that would encourage them most to attend a meeting, followed by advance notice and a virtual option.
- Approximately two in five of those who have a disability say having the meeting close to transit, advance notice, and a virtual option are most important; one in five say that having accommodations for those with a disability would encourage them to participate.
- 16% of respondents with children under age 18 say childcare would encourage them to participate; they place greatest priority on being able to join virtually, receiving advance notice and having the meeting be located near transit.
- Native Mandarin speakers and Vietnamese speakers were more likely than other language groups to say that language assistance would encourage them to attend a meeting.

When asked to identify the top three ways they would like to receive information at SFMTA meetings, survey respondents said that graphics, and presentations and handouts were the best way to communicate with them, which mirrors feedback received in prior years (Table 13). Interest in all the forms of receiving information has declined since 2019.

**Table 13: Preferred Way of Receiving Information at Meetings**

**Source: SFMTA Public Participation Survey, 2016-2022.**

*What are your top three preferred ways to receive information from SFMTA/Muni at a meeting?*

| Way of Receiving Information             | 2016 | 2019 | 2022 | 2022-2019 Difference |
|------------------------------------------|------|------|------|----------------------|
| View graphics (maps, project renderings) | 71%  | 76%  | 60%  | -16%                 |
| Watch a presentation (e.g., PowerPoint)  | 48%  | 53%  | 50%  | -3%                  |
| Read a handout                           | 62%  | 62%  | 46%  | -16%                 |
| Listen to a project briefing             | 39%  | 42%  | 37%  | -5%                  |
| Visit Information stations               | 36%  | 32%  | 17%  | -15%                 |
| Other                                    | 9%   | 8%   | 8%   | 0%                   |

Some demographic distinctions in how respondents preferred to receive information include:

- Those under age 50 express a strong preference for viewing graphics (70%) over other ways.
- LEP respondents and low-income rank the preferred ways of receiving information during meetings similarly to other respondents.
- Respondents with a disability favor reading a handout (52%) and viewing graphics (50%).

- The rank order of the top three ways of getting information varies across racial and ethnic group but the preference for those three methods cuts across racial and ethnic groups.

The focus groups conducted among LEP populations in 2022 indicated that few participants have attended a SFMTA meeting; however, their attitudes towards meeting topics and the factors that would motivate them to participate reflect the opinions shared by survey respondents. Across groups, the top meeting topics that they wanted to hear about in their language included safety, route changes and schedules. Participants shared that meeting at more convenient times, in their neighborhoods, and with incentives would encourage more participation. They requested targeted, in-language outreach to notify community members about the meetings.

### **CBO Leadership Interviews**

CBO leaders appreciated the importance of Muni's role in the city but felt there was room for growth in communicating with LEP populations. As in prior years, CBO leaders expressed mixed satisfaction with SFMTA. They viewed Muni as integral to their communities' ability to get around and noted that populations appreciate when SFMTA shares information about its services. They also noted that SFMTA does a good job of updating digital platforms and translating materials. However, they also felt that these materials do not always appear to be reaching LEP communities, are not available in all languages, and in some cases the translations are poor quality.

More than one half of the CBO leaders interviewed said the SFMTA should share more information about its services in-language, and a few made comments about working more closely with local CBOs in communicating about service changes. They also indicated that there was a need for riders to get information while in transit, through better signage or better ways of communicating with drivers.

While CBO leaders suggested a broad number of ways of communicating with their clients, including community outreach, outreach through CBOs, signage, radio/TV and newspapers, several noted that seniors are not always tech savvy and may not have access to the Internet, so while that method of communicating may be effective with other age groups, it's important to provide information in other ways in riders' native language.

### **Community Conversations Takeaways**

A common theme among every group was their appreciation that they were invited to participate in a community input session and a desire to develop or deepen their relationship with the SFMTA. Upon receiving the initial outreach email to participate, respondents expressed their community "had been looking to find better ways to partner with City agencies" and noted "the SFMTA provides a vital mode of transport for [their] community's youth and seniors." During one community input session, a participant mentioned they "knew many individuals who moved to San Francisco because of the City's effective transportation system."

Throughout this process, each group reinforced the idea that every neighborhood and district has differing priorities, needs, and concerns. Appendix C, 2022 Community Conversations Summary, references the key issues each organization voiced on behalf of the communities they serve. Among the nuances, the SFMTA identified the following common themes from feedback about the agency's outreach and communication methods and efforts:

- Conducting direct outreach to organizations and ensuring the list of groups engaged is diverse and comprehensive
- Providing multilingual outreach materials and ambassadors
- Utilizing social media and online platforms to circulate SFMTA information and updates
- Posting SFMTA collateral in high-foot traffic areas, such as bus stops, schools, libraries, churches, and laundromats
- Including QR codes on collateral that direct community members to SFMTA project pages, informational resources, and upcoming events and input opportunities
- Sharing SFMTA updates, information, and upcoming meetings and input opportunities via email and text blasts
- Utilizing highly circulated CBO, neighborhood, and district-focused newsletters to share SFMTA information and updates
- Continuing to implement hybrid methods of outreach via in-person and digital engagement
- Posting advertisements in local newspapers and media outlets

The feedback collected affirmed the SFMTA's current outreach and engagement methods, given the multiplicity of demographics and communities it serves, and provided insight into areas that could be further developed. Within each recommendation, organizations outlined specifics on how the SFMTA should tailor the approach to address the priorities, concerns, and key issues of the communities they serve.

## Conclusions

The SFMTA employs a robust toolkit of public outreach and engagement methods to be inclusive as possible in sharing information about important programs and initiatives and encouraging public involvement in important decision-making processes. Many of the outreach and engagement practices currently in use were seen as effective methods by stakeholders, with some additional comments as follows.

The SFMTA's website is a critical resource for stakeholders and is the preferred source of information about SFMTA services, programs, and projects for stakeholders of most age, income, and language groups. Visiting the website is more likely to be a source of information than other online sources, is the most commonly used source of information on Muni meetings and provides the easiest way to provide feedback to the SFMTA. Signs in vehicles, bus stations, or shelters and maps are also highly important sources of information; but participants in qualitative research aimed at LEP San Franciscans felt a need for improvement in the availability of information in-language via these sources. Additionally, the survey research highlights the importance of a multi-pronged approach to outreach, given other demographic variations, such as a higher use of 311 and word of mouth among low-income and LEP populations.

Virtual community meetings, introduced during the pandemic, have quickly become the most important feature motivating participation, with a majority saying that it is among the factors that would most motivate them to participate. Respondents also indicated a high degree of interest in learning about service changes, safety and security, and construction projects, with safety and security especially important to low-income and LEP respondents.

The SFMTA will continue to refine and expand their public outreach and engagement practices based on feedback from the community.

# Section IV: Public Outreach and Engagement Methods



*Members of the community taking the community input session at events in the city.*

## Introduction

This section outlines the proactive strategies, procedures and desired outcomes that underpin the SFMTA’s current outreach and engagement methods and incorporates critical feedback received from stakeholders during the 2022 update process.

The SFMTA values full and fair participation in public transportation decision-making without regard to race, color or national origin and seeks to ensure meaningful access to transit-related programs and activities for all of its customers, including those with limited-English proficiency. These commitments are reflected in the agency’s programmatic requirements and in the broad range of communication and public engagement practices employed at the project level.

The agency uses a wide variety of outreach and engagement methods and tools to offer early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions, and in the agency’s efforts to address those impacts. It should be noted that the COVID-19 pandemic had a significant effect on public outreach and engagement methods, and on public participation. Many of the SFMTA’s preferred and previously effective outreach and engagement techniques were rendered infeasible during COVID-19 restrictions, and the agency has spent the three years since adapting to the evolving constraints of this new environment.

Despite the challenges presented by the pandemic, the SFMTA adjusted its approach and emerged with new tools to communicate, engage and gather input. Virtual meetings and open houses, the increased use

of informational videos, in-language ArcGIS StoryMaps (web map that has been thoughtfully created, given context, and provided with supporting information so it becomes a stand-alone resource) and telephone conference lines with in-language interpretation are a few examples of tools that were utilized and added as new best practices.

## Methods and Tools

The SFMTA uses the following methods and tools to inform and receive input from the public regarding its policies, programs, projects, and initiatives.

### Community Meetings

Publicly noticed community meetings allow interested community stakeholders, customers and the general public to receive current information about transit-related proposals and provide feedback at key decision points in an interactive setting with SFMTA project managers and staff present. These events can range from presentations with full proposal reviews to small informational sessions. To enhance communication with all members of the public, including those attendees who may have limited-English proficiency, staff use various illustrative visual aids, such as design renderings and drawings, charts, graphs, photos, maps and the web, as appropriate and as circumstances allow.

During restrictions and limitations in place due to the COVID-19 pandemic, community meetings remained critical to get feedback but needed to be held virtually given restrictions. Both written and verbal language assistance is provided as requested and as needed with 48 hours' prior notice, including for virtual meetings and webinars facilitated on Zoom and/or Microsoft Teams platforms. Comment cards, letters of support and written statements are translated to English as appropriate and compiled to document the reception and the reaction of the public. Attendees are further directed to other sources of information (e.g., SFMTA website, project website, project emails and phone numbers, social media, etc.) to continue interaction and dialogue.

Where practical and appropriate, it is the current practice of the SFMTA to work with community partners to leverage already-scheduled meetings and neighborhood events and activities, to the extent possible, rather than asking the public to attend additional meetings to gather information to encourage public involvement. Staff also strive to use locations, facilities and meeting times that are convenient and accessible to the populations being engaged, including minority, low-income and limited-English proficient communities.

For public meetings that are scheduled by the SFMTA, staff ensures that the meeting locations are accessible by Muni and scheduled at various times of the day and on weekends to accommodate working families, individuals and seniors. For example, 2019 Public Participation Survey respondents who speak Cantonese, Thai, Japanese, and Russian all prioritized proximity to transit. Those who are less proficient in English also saw language assistance as important.

Another strong preference of 2019 PPP Community Input Session participants was to hold SFMTA meetings in their neighborhoods at familiar locations such as libraries, schools or community centers, as opposed to City Hall or other downtown locations perceived as being more formal and intimidating. Based on feedback received in 2019, the SFMTA looked to hold meetings at locations throughout the city that were within the

respective projects' footprint. Meetings were scheduled at public locations that had public meeting spaces available such as libraries, neighborhood park or playground community rooms, schools, etc.

For example, the L Taraval Improvement Project-Segment B scheduled several open houses in separate areas of the project corridor as well as a virtual option so that constituents would have multiple opportunities to attend one of the meetings to learn about the project, impacts, benefits, ask questions and provide feedback. Due to the COVID-19 pandemic and Delta and Omicron variants, adjustments had to be made to shift scheduled in-person open houses to online.

The SFMTA will continue the practices described above and look for new and innovative ways to hold meetings in neighborhoods. Providing advanced notice about meetings was also noted as important in the 2019 feedback. Depending on timing and circumstances, the SFMTA strives to provide several business days' notice before meetings with the absolute minimum being three business days.

### **Website**

The SFMTA regularly updates its website to promote inclusion and provide vital information regarding fares, service changes, how to file discrimination complaints and other critical topics that are posted in multiple languages. Posting information at SFMTA.com and on project-specific websites are critical public information tools. The POETS requirements mandate that every project that impacts the public has a webpage or link posted on the SFMTA website, and that all public meetings be listed on the agency's online calendar in addition to other forms of notification, with multilingual instructions on how to request free language assistance with a direct phone number to staff.

By visiting the agency's or a specific project's web page, the public can learn about the purpose of the project, the communities it will serve, potential impacts, construction schedules, community engagement, project history and more. Multilingual content is posted in keeping with agency guidelines and multilingual information on how to access free language assistance is posted at the bottom of each web page. Contact information is provided on the project page on the website and is monitored and addressed. In addition, staff contact information is now required for every meeting and hearing posted on our website in order to provide more information and, specifically, to arrange for language assistance at the meeting or hearing for requests received within 48 hours of the meeting.

In 2020, the agency launched the online Muni Feedback Form hosted within the SFMTA.com site where the public can provide feedback online about Muni services and agency projects. Feedback is shared with respective staff for follow up.

During the COVID-19 pandemic and resulting impacts to Muni service, shelter in-place restrictions, mask requirements etc. the sfmtaSFMTA.com website and its dedicated multilingual COVID-19 Core Service pages became a central repository of key information for the community. The site was referenced on all signage, in social media texts, mass media, emails, and utilized by the SF 311 Telephone Customer Service Center as a source of information for the public. The website was also promoted by emergency management officials and city departments.

## **Media Outlets**

Press releases and media events are used to disseminate project and agency activity information and accomplishments to local, national and trade media outlets. A variety of available resources, including media contact lists and websites and social media are used to communicate with the public. The media strategy incorporates written press releases, press conferences, interviews, roundtables, site tours, events, and, as appropriate, television and radio talk and call-in shows, online chats, editorial boards and op-ed pieces. Multilingual print media, such as El Mensajero, Sing Tao and Kstati and local neighborhood newspapers can be included in the media strategy for a particular project or initiative.

Feedback from the 2019 Language Assistance Plan update indicated that multilingual broadcast media (radio, TV) and ethnic newspapers were highly favored methods of outreach and providing notice. The SFMTA leverages PSA opportunities when available such as Cantonese and Mandarin radio opportunities with bilingual staff. Another example was a media event in the Taraval neighborhood related to the L Taraval Improvement Project conducted in partnership with the district supervisor's office and conducted in Cantonese, which that was later featured on TV and online. The COVID-19 related Muni Core Service Changes also made use of multilingual print media to inform and solicit feedback. While radio and TV tend to be cost prohibitive, it's important to note that the SFMTA entered into contracts in spring 2022 that will allow the purchase of media buys in non-English outlets, as needed and as appropriate.

## **Community Events**

SFMTA staff participate in community events throughout the city to establish a presence and interact one-on-one with the public. Outreach includes information booths and tables at festivals, job fairs, places of worship, street parades and other community events. At these events, updated collateral material (fact sheets, meeting notices, project design renderings, etc.) and other pertinent project information is disseminated to the public in multiple languages, as needed. Interested members of the public are further directed to online resources and the City's multilingual Telephone Customer Service Center.

Participants in 2019 expressed the importance of having the SFMTA attend community events as a way to better engage with key stakeholders. The SFMTA continued its practice of attending community events within COVID-19's constraints and engaged the public during virtual events during the Shelter-In-Place. Once restrictions were softened during the latter part of 2021, the agency re-engaged with in-person events such as Autumn Moon Festivals, Sunday Streets, and other community events to inform the public about projects and initiatives and solicit feedback.

## **Community-Based Organizations**

As a current practice, SFMTA staff also engages at the district level (as defined by the established San Francisco Board of Supervisors' districts) with individuals, institutions, community and merchant groups and faith-based organizations serving broad demographics, including low-income, minority and/or limited-English proficient constituents who may be impacted to ensure they are briefed on important initiatives and decision-making processes and that concerns are addressed. These relationships were stressed as very important and effective in communicating information by both CBO leaders and participants of the LAP and PPP data collection efforts in 2019 and new groups and contacts are added as they emerge. Many CBOs were impacted by COVID-19, with fewer in person services and a reduction in clientele for many groups.

## **Language Assistance Tools**

In general, free in-person language assistance is provided through bilingual or multilingual SFMTA employees; via telephone through the agency's telephonic interpretation service (Language Line) or through the city's multilingual 24 hours a day/seven days a week 311 Telephone Customer Service Center. Assistance at community meetings and workshops can be provided via bilingual SFMTA staff, CBO representatives and through vendors. Free language assistance is provided at MTA Board meetings and at other meetings in specific languages with 48 hours' notice. The availability of free language assistance is promoted in multiple languages on collateral, hearing notices and project pages.

## **Distribution and Posting of Multilingual Materials**

Multilingual public information material is used to give the public useful information about current and upcoming programs, services and projects. Materials can include fact sheets, FAQs, newsletters, media/press packets and fliers. Fact sheets are revised and updated as needed. FAQs are updated as feedback and questions from the public are received either through email, online, written or social media correspondence. As appropriate, collateral material is translated and posted on the project website and SFMTA.com and is disseminated at public events and distributed via signage inside transit vehicles, transit stations and shelters and on transit platforms and station kiosks.

Information is also distributed via direct mail to affected customers, residents and business owners and via email and SMS text blasts to community outreach partners, such as schools, community and merchant groups, places of worship, medical facilities, major employers, labor unions, other city departments and interested individuals. Depending on the document, the scope of the project or initiative and the concentrations of limited-English populations in a targeted area, materials will be translated into multiple languages, including those that meet the "Safe Harbor" threshold, pursuant to the agency's Language Assistance Plan and vital document translation policy.

Distribution of multilingual fliers and other materials was mentioned in 2019 as an important public participation and involvement tool and expanded translations was mentioned by both respondents and CBO leaders, who also stated their organizations should be used (or continue to be used) as an outlet for distribution. The SFMTA keeps an updated list of CBOs for distribution of information via email and drop-offs. The agency continues to do an extensive amount of translation and posting of multilingual materials specifically for Muni projects and services.

## **Street level Outreach**

SFMTA customers and San Francisco residents may not have the time, interest or ability to participate in a meeting or review a website. Street-level outreach attempts to capture the opinions and needs of these and other community members and is designed to inform customers, residents and businesses of on-going outreach activities, and to engage the public at a personal level. Knowledgeable staff and community ambassadors engage in conversations, recording comments via written notes or via mobile applications that allows transit users to comment while talking with an ambassador out in the field.

The language needs of a particular community are accommodated to the extent possible and maps showing specific concentrations of limited-English proficient communities are utilized during the planning stages of an outreach campaign. For corridor-level outreach, project staff engage residents, businesses and

customers that live, worship, attend school, conduct business or travel along the route to articulate the potential impact of a proposed project or initiative, build support and address in-person concerns or ideas.

Staff attend local neighborhood and merchant group meetings and, where appropriate, staff will also conduct door-to-door outreach. This outreach often corresponds with ongoing public meetings and offers an additional opportunity to extend invitations for attendance. The SFMTA has also been employing expanded intercept outreach, including in-language pre-construction surveys, information meetings on projects in neighborhoods, holding these meetings in local businesses and establishments, like restaurants and coffee shops, and conducting “pop ups,” all of which allow for a more personal approach to inform the public and gather feedback.

### **Social Media**

By creating and maintaining an online and social media presence through project blogs, Facebook, Twitter, Instagram and YouTube to engage stakeholders and encourage maximum participation in the outreach process, the SFMTA reaches out to and hears from those who are unable to attend, or do not regularly participate in, traditional public meetings and board hearings.

For those who cannot participate in person, an online and social media presence allows two-way communication, strengthening the dialogue and reinforces process transparency. In addition, project teams and communications leads provide frequent content for the agency's blog, *Moving SF*. These messages are syndicated across the agency's social channels, primarily Facebook and Twitter. Real-time customer service is provided on the SFMTA Twitter account 5a.m. to 9p.m., Mondays through Fridays and on the weekends.

Comments on blog posts are moderated by the author, usually the communications lead for the project and Facebook comments are regularly forwarded for response or notation to project staff. Social media preferences were captured as part of the 2019 PPP update, with a strong increase in preference for social media use in 2019. The SFMTA looked at opportunities for how to further expand this area and the public can comment via Twitter, blog postings, including the possibility of using it as a feedback loop, as expressed by some of the participants. The SFMTA also utilized targeted advertising on Facebook. An example is the Van Ness Improvement Project advertised changes on the 49 Van Ness/Mission line and where to board in preparation for the opening of the Van Ness BRT.

### **Email Communication**

Project-specific email addresses are created to facilitate communication and feedback from the public. Email blasts to Community-Based Organizations (CBOs), community members, advocacy groups, faith-based organizations, merchants' organizations, neighborhood groups and other interested individuals are also used. Email was listed as an important communication tool for both providing information to stakeholders and as a feedback loop in 2019.

2019 participants expressed a preference for the SFMTA to communicate back via email how public feedback was incorporated or considered in final decisions. With the launch of the updated Muni Customer Feedback database on the Salesforce platform and the integration of email and SMS updates, people that respond to email notifications with a comment or question get routed via salesforce to the related project contact and the feedback gets recorded as a case. Staff can respond back via email within Salesforce. As another improvement for limited-English proficient recipients, where appropriate, email blasts can contain multilingual information and links to translated material.

## **Community Advisory Groups (CAGs)**

The mission of a CAG is to accomplish the following: (1) to discuss and study the planning, design and implementation of the project; (2) to examine the primary issues surrounding the project, such as construction approaches and operations; and (3) to develop a community consensus and benefits strategy for all levels of activity associated with the project. To the extent possible, CAG meetings are scheduled during times and in locations that maximize participation by CAG members as well as low-income, minority and limited-English proficient populations.

Current and recent projects that utilize a CAG are the Central Subway Project, Geary Boulevard Improvement Project and the Van Ness Improvement Project that use varied recruiting methods to achieve the goal of a diverse, community-based membership. The Public Outreach and Engagement Strategy guidelines encourage staff to consider formal or informal advisory groups as part of their outreach and engagement for specific projects. In addition, agency managers have established ongoing working groups (e.g., Small Business Working Group) that meet within the community to discuss projects and initiatives.

## **Public Noticing for Hearings**

In addition to the public information materials listed above, project staff may also distribute multilingual information door-to-door and use other forms of public advertisement to notify the public of hearings on important topics, including instructions on how to request free interpretation services at the hearing with 48 hours' notice.

## **SFMTA Board of Directors' (SFMTAB) Meetings**

Meetings of the SFMTA's Board of Directors are open to the public and are held on the first and third Tuesday of every month. Agendas are available 72 hours prior to the Board meetings and are posted at City Hall, the Main Library and on SFMTA.com. Additional Board information is available at SFMTA headquarters in San Francisco and at the San Francisco 311 Telephone Customer Service Center, which provides language assistance through trained bilingual staff and a multilingual Language Line.

Board meetings that involve fare and service changes are advertised on a broader scale: meeting times are communicated via multilingual notices posted in revenue vehicles, transit stations and emailed to distribution lists. Media placements in English, Spanish, Chinese newspapers and other ethnic media outlets are utilized as circumstances dictate and resources allow. All SFMTA Board meetings have a public comment period and translators are available upon 48 hours' request. The meetings are typically held at City Hall, which is easily accessible by transit. Due to the COVID-19 pandemic, Board meetings were held online for most of the reporting period. Hybrid meetings (in person with a virtual and call-in option) continue in effect. Regular SFMTA Board meetings and select other meetings are broadcast on cable via SFGTV and streamed on the internet. Board agendas and meetings minutes are available to the public at SFMTA.com.

## **Citizens' Advisory Council Meetings**

The CAC meets monthly in a public setting and provides recommendations to the SFMTA Board of Directors on key policy issues facing the Agency. CAC meetings are posted at the Main Library and on the SFMTA website. Meetings are recorded and minutes are created and posted at SFMTA.com. CAC agendas carry the required notice informing participants that free language assistance is available with 48 hours' prior notice.

## **Public Engineering Hearings**

Engineering hearings are another opportunity for residents to express their concerns regarding important SFMTA projects and initiatives and are advertised at SFMTA.com, as well as through neighborhood postings, when circumstances require. It is a requirement to include instructions on how to request free language assistance for the hearing through a direct number to project staff.

## **Small Business Enterprise and Contractor Outreach**

Outreach to community-based organizations regarding the SFMTA's Small Business Enterprise (SBE) and employment training programs provides businesses with information about opportunities to bid and compete for upcoming contracts. These outreach events inform the contracting community of upcoming bid packages, assist small contractors in developing relationships with prime contractors and examine ways to increase diversity in workforce participation.

## **Metropolitan Transportation Commission (MTC) Public Participation Plan**

For additional outreach and public participation opportunities about long-term regional planning efforts, the SFMTA relies on its metropolitan planning organization, the Metropolitan Transportation Commission (MTC), and their efforts via their Public Participation Plan. MTC's plan details a comprehensive outreach program that includes outreach to minority and low-income communities throughout the region. Components of the plan include telephone surveys and focus groups comprising the demographic composition of the individual Bay Area communities, including San Francisco. MTC conducts limited outreach to San Francisco-based CBOs in minority/low-income areas and provides grants to CBOs throughout the region to help fund individual outreach efforts, recruitment efforts for meeting participation and help meet language assistance needs via translators and production of multilingual collateral.

## **Public Outreach and Engagement Team Strategy (POETS)**

In 2015, the SFMTA began developing its Public Outreach and Engagement Team Strategy (POETS) – an agency-wide program that sets standards for outreach and engagement, provides guidance and support for project managers, and offers staff training with the goal of institutionalizing public participation best practices for agency projects.

For many of the agency's projects, including large capital improvement projects, POETS provides a framework to determine which of the methods and tools described above are appropriate at various phases of a given project. It also offers a decision-making process and template to identify those who will be affected by a project, their language needs, and their preferences for accessing information and providing input (a point at which the PPP directly informs POETS). Any project subject to POETS must have a public outreach and engagement plan that gives careful attention to which methods and tools are used.

POETS sets expectations for public outreach and engagement for projects that impact the public, including the requirement that they have

# Section V: Broadening Public Outreach and Engagement

This section considers the extensive feedback collected during the effort to update the 2022 Public Participation Plan and how it will continue to inform and improve the SFMTA's outreach and engagement methods moving forward to engage the public in its important decision-making processes.

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*Attendees at a community event in Chinatown completing the survey.*

## Introduction

As noted above, the SFMTA employs several strategies to engage the public in its decision-making processes. As part of the Public Participation Plan update, the SFMTA received feedback from its stakeholders, including those representing minority, low-income and LEP populations, on the effectiveness of these strategies and received suggestions for additional approaches.

The results of the data collected during the 2022 research effort, highlights of which are included directly below, confirm that the SFMTA serves a very broad and diverse population, ranging across age groups, races and ethnicities, income levels, genders, and language groups. While the top preferred ways of receiving information, providing feedback, and participating in meetings are largely consistent since 2016 and across the city's major demographic groups, there is no single way that San Franciscans prefer to engage with the SFMTA. Rather, respondents indicated that they tend to use multiple tools and express a range of preferences. This variation is to be expected when serving a large and diverse population and reaffirms that the SFMTA's multi-pronged approach to public participation is necessary to meet the community's needs.

## Research Highlights

- Muni riders said they prefer to get information about Muni meetings via the website, email communications and through signs in vehicles, bus stations and shelters.
- Survey and LEP focus group respondents indicated that they would be most likely to attend meetings when they are about service changes, safety and security and construction projects, and are available virtually, have advance notice available and held in locations near transit.
- During the meetings, survey respondents indicated a preference for getting information as graphics, through a presentation and a handout, and prefer to provide feedback after the meeting via email and/or as a written comment during the meeting.
- The SFMTA website. The POETS requirements noted above make it mandatory for every project that impacts the public to have a webpage or link posted on the SFMTA website, and all public meetings must be listed on the agency's online calendar in addition to other forms of notification. Research from the 2022 focus groups among LEP respondents indicate a desire to have comprehensive, high-quality translations available on the website.
- Increased use of online apps. 2022 data indicates that riders rely heavily on online apps for information about the SFMTA. Having access to online apps like MuniMobile in their native language would help better support and engage riders, particularly the LEP community.
- Social Media. While social media has decreased as a source of information for riders, it remains an important tool in obtaining information and providing feedback to the SFMTA. The most commonly used forms of social media are Facebook and Instagram, although WeChat is most extensively used among Cantonese and Mandarin-speakers.
- Easy to understand signage. Signage remains one of the most common ways respondents indicated getting information about the SFMTA.
- Safety and Security. Perceptions and experiences of safety and security are highly important to riders' willingness to ride Muni and are key topics that would encourage them to engage with SFMTA and that they want to see outreach and action on.
- Qualitative research conducted in 2022 indicated a strong desire for access to bilingual staff (drivers, customer service staff, etc.).
- As in prior Public Participation Plans, San Franciscans noted that service changes were the highest priority meeting topic. While this subject has been the top motivator for encouraging participation in prior years, it has become especially relevant due to changes to service that occurred as a result of the COVID-19 pandemic.
- A common theme among community groups engaged was a desire to develop or deepen their relationship with the SFMTA. One organization stated that they "had been looking to find better ways to partner with City agencies."

## Conclusions and Moving Forward

Just as the public relies on a wide variety of information sources to learn about SFMTA services and meetings, there are a wide range of customer preferences when it comes to engagement in the SFMTA's important decision-making processes and when providing feedback. While the SFMTA website again takes the top spot as the most preferred way for stakeholders to provide feedback, it is not the only means by which SFMTA stakeholders would like to share their opinions. They are also interested in providing feedback via online apps, 311, written feedback to SFMTA staff and on social media.

Moving forward, the agency plans to:

- Continue promoting 311 not only as a source of information but also as a way to provide feedback and access free language assistance through a multilingual customer information campaign, planned to launch in 2023
- Further increase the awareness of the availability of translated material and resources on the agency's website
- Consider literacy levels when developing new content to increase the accessibility of the information being translated
- Explore multilingual language capabilities on online applications to determine what is feasible for future technological improvements
- Explore opportunities to leverage existing agency social media and investigate emerging platforms such as WeChat for Chinese-speaking communities.

A critical shift that emerged as a result of the pandemic is a desire for the option to attend community meetings virtually, a preference that cuts across many of San Francisco's demographics. Additionally, as in the past, advance notice of meetings and meeting locations close to transit continue to be highly valued.

- Moving forward, the agency will continue to offer a hybrid model of virtual and in-person meeting options, as appropriate, and leverage existing community opportunities.

In addition to service changes, safety and security are an increasingly important theme for riders.

Approximately half said that safety and security topics would encourage them to attend a meeting. For the LEP population, safety and security is the topic that would encourage them most to attend a community meeting; and in focus groups conducted among this population, participants emphasized the importance of security issues, citing specifically the sense that crime had increased in San Francisco and left many of them vulnerable.

- Safety and security campaigns are either in the planning stages or underway and the feedback collected during the 2022 PPP update will help inform these initiatives.

Among the LEP populations, the concerns about safety were coupled with a desire for more high-quality bilingual resources, both with online communications (such as the website, social media, and apps) and with SFMTA staff who can answer their questions and support them during trips, as well as translated signage. Awareness of the 311 SF Telephone Customer Service Center was low, but when introduced as a resource, it was viewed as a value-add. This underscores the importance of educating riders about the resources available to them, how to access them, and how they can serve their transit needs.

- The planned multilingual customer information campaign will help to further increase awareness of these critical resources.
- Ensuring signs in buses, shelters and stations are up to date, easy to understand, and available in high-quality translations of multiple languages will improve outreach.

In response to the feedback received regarding meeting preferences, it was recommended that the agency use locations, facilities and meeting times that are convenient and accessible by Muni to the populations being engaged, including minority, low-income and limited-English proficient communities and at various times of the day and on weekends to accommodate working families, individuals and seniors. Suggestions

also included bringing information to where people are already waiting in line such as at food banks, job fairs, and events etc.

- Moving forward, where practical and appropriate, SFMTA staff will continue to work with community partners to leverage already-scheduled meetings and neighborhood events and activities, to the extent possible, rather than asking the public to attend additional meetings to gather information to encourage public involvement. Available channels such as schools, faith-based institutions and CBOs will continue to be leveraged to distribute information and solicit feedback.

Due to the COVID-19 pandemic the SFMTA had to quickly adapt and emerge with new tools to communicate, engage and gather input. Virtual meetings and open houses, the increased use of informational videos, in-language ArcGIS StoryMaps (a web map with context and supporting information) and telephone conference lines with in-language interpretation are a few examples of tools that were utilized.

- Since these practices were well received, they will be incorporated as new best practices to continue.

Community Conversation participants repeated the importance that people place on having their input acknowledged. It is not enough for a public agency to accumulate feedback – participants also wanted to see their contributions recognized, considered and, ideally, incorporated into policy decisions.

- While the level of feedback and decision space will vary by project, the agency will continue to build on opportunities to demonstrate how feedback was used to inform projects and decisions on a project level.

Through the Public Participation Plan research, community members have given the SFMTA significant insight into how the SFMTA can encourage, and make it easier for, these critical partners to participate in the agency's planning, implementation and decision-making processes.

# Section VI: Fare and Major Service Changes

As a federally funded agency, the SFMTA is required to have a locally developed process for soliciting and considering public comments before raising a fare or implementing a major reduction of public transportation service. This section of the Public Participation Plan (PPP) details the San Francisco Charter and local law requirements for soliciting and considering public input before changing fares (increases or decreases) or implementing a major service change (not just service reductions).

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## Introduction

According to 49 U.S.C. 5307(c)(1)(I), the SFMTA is required to have a locally developed process for soliciting and considering public comments before raising a fare or implementing a major reduction of public transportation service. In addition to this requirement, SFMTA includes in its locally developed process the San Francisco Charter and local law requirements for soliciting and considering public input before changing fares, increases or decreases or implementing a major service change, not just service reductions. The SFMTA is strongly committed to the right and need for participation by its customers and other members of the public in the decision-making process concerning fares and major service changes. This section also details how public comments are processed and considered by the SFMTA and, if proposals are modified based on public comment, the steps that follow for reconsideration of the proposal.

## Fare Changes

SFMTA has a locally developed process for soliciting and considering public comment prior to implementing any fare change. SFMTA's practice is to publish its intention to change fares in the City's official newspaper for five days and to hold a public hearing not less than 5 days after the last day of publication in compliance with both San Francisco Charter section 16.112 and the SFMTA Board of Directors' Rules of Order.

With respect to the City Charter, Section 16.112 requires published notice in the city's official newspaper prior to any public hearing to consider instituting or changing any fee, schedule of rates, charges or fares which affects the public. This section states:

"The publication of and full public access to public documents, except for those subject to confidentiality, shall be as required by law. Notice shall be published in a timely manner before any public hearing and shall include a general description of said hearing. Notice shall be given, and public hearings held

before: ... (c) Any fee, schedule of rates, charges or fares which affects the public is instituted or changed; should any such notice be approved, the result shall also be noticed; ...”

In addition, the governing board of the SFMTA, the Municipal Transportation Agency Board (MTAB), has promulgated an additional requirement regarding how far in advance the SFMTA must publish notice for changes involving rates, charges, fares, fees and fines. SFMTA Board Rules of Order, Article 4, §10 provides:

“Before adopting or revising any schedule of rates, charges, fares fees or fines, the Board shall publish in the official newspaper of the City and County notice of its intention to do so for five days, with the last day of publication being not less than five calendar days prior to the hearing.”

In compliance with state and local law, the SFMTA posts its meeting agenda in a location accessible to the public, the San Francisco Public Library, and on the SFMTA’s website, SFMTA.com, at least seventy-two hours prior to an SFMTA Board (SFMTAB) meeting. Minutes from the meeting are kept and are available to the public via the SFMTA’s website. Letters from the public are placed in a public review file accessible to members of the public and provided to the members of the SFMTAB. With respect to public comment, members of the public have the right to speak at all meetings of the SFMTAB. Typically, the public is permitted to speak for up to three minutes on each item considered by the SFMTAB although the body has the discretion to limit public comment to less than three minutes if circumstances warrant. Language assistance, such as oral interpreters, is provided with 48 hours’ advance notice, pursuant to S.F. Administrative Code Section 91.6. The MTAB may respond to comments made by the public and take other actions, such as amending the item or delaying a decision, as it deems appropriate.

Once the SFMTAB approves the proposed fare change, it is sent to the San Francisco Board of Supervisors pursuant to Section 8A.108 of the Charter. Section 8A.108(a) provides that: “Except as otherwise provided in this Section, any proposed change in fares or route abandonments shall be submitted to the Board of Supervisors as part of the Agency’s budget or as a budget amendment under 8A.106, and may be rejected at that time by a seven-elevenths vote of the Board on the budget or budget amendment. Any changes in fares or route abandonments proposed by the Agency specifically to implement a program of service changes identified in a system-wide strategic route and service evaluation, such as the Transit Effectiveness Project, may only be rejected by a single seven-elevenths’ vote of the Board of Supervisors on the budget or budget amendment.”

In compliance with state and local law, the public is provided an opportunity to comment on the proposed fare change at any scheduled committee meeting of the Board of Supervisors considering the fare change, and during general public comment before the full Board of Supervisors. Minutes of Board of Supervisors meetings are kept and available to members of the public via the Board of Supervisors’ website. Letters from the public sent to the Board of Supervisors concerning the proposed fare change are placed in a public review file and made available to the members of the Board of Supervisors.

Depending on whether circumstances warrant, the SFMTA may supplement the procedures described above with one or more of its public outreach and involvement strategies. As is the SFMTA’s standard practice, the needs of individuals with limited English-proficiency are taken into account in any public outreach efforts concerning proposed fare changes.

## Major Service Changes

SFMTA also has a locally developed process for soliciting and considering public comment prior to implementing a major service change. SFMTA defines “a major service change” as a change in transit service that would be in effect for more than a 12-month period, and that would consist of any of the following criteria:

- A schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more proposed at one time or over a rolling 24-month period;
- A schedule change on a route with 25 or more one-way trips per day resulting in:
  - Adding or eliminating a route;
  - A change in annual revenue hours on the route of 25 percent or more;
  - A change in the daily span of service on the route of three hours or more; or
  - A change in route-miles of 25 percent or more, where the route moves more than a quarter mile.
- Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.
- The implementation of a New Start, Small Start, or other new fixed guideway capital project, regardless of whether the proposed changes to existing service meet any of the criteria for a service change described above.

Charter section 16.112 requires published notice in the City’s official newspaper prior to any public hearing in which the MTAB considers a significant change in the operating schedule or route of a street railway, bus line, trolley bus line or cable car line, which is defined in practice as service changes that meet the definition of a major service change, as defined immediately above. Although Charter section 16.112 does not specify how far in advance the City must publish notice of the public hearing, the SFMTA’s practice is to publish its intention to consider any significant transit service change in the City’s official newspaper at least 72 hours in advance of the public hearing.

In situations where the SFMTA is proposing a “route abandonment” for a particular line or service corridor, the SFMTA must seek approval from both the SFMTAB, and the Board of Supervisors pursuant to Charter section 8A.108. Under the Charter, a “route abandonment” means the permanent termination of service along a particular line or service corridor where no reasonably comparable substitute service is offered.

If the SFMTA proposes a route abandonment at any time other than as part of its budget process, the agency must first submit the proposal to the Board of Supervisors. The Board of Supervisors may, after a noticed public hearing, reject the proposed route abandonment by a seven-elevenths vote taken within 30 days after the proposal is submitted by the SFMTA.

If the proposed route abandonment is submitted as part of the SFMTA’s budget, it must be rejected by a seven-elevenths vote of the Board on the budget or budget amendment.

As with the public process for fare changes, SFMTA’s procedures exceed the requirements of the FTA. Language assistance, such as oral interpreters, is provided with 48 hours’ advance notice. Once published notice has been provided and a meeting agenda posted as described above, the major service change can be considered by the MTAB at a regular or special meeting. Minutes from the meeting are kept and are available to the public via SFMTA’s website. Letters from the public are placed in a public review file

accessible to members of the public and provided to members of the SFMTAB. With respect to public comment, members of the public have the right to speak at all meetings of the SFMTAB. Typically, the public is permitted to speak for up to three minutes on each item considered although the body has the discretion to limit public comment to less than three minutes if circumstances warrant. The SFMTAB may respond to comments made by the public and take other actions, such as amending the item or delaying a decision, as it deems appropriate.

In circumstances involving a route abandonment, the public is provided an opportunity to comment at any scheduled committee meeting of the Board of Supervisors considering the route abandonment, and during general public comment before the full Board of Supervisors. Minutes of Board of Supervisors meetings are kept and available to members of the public via the Board of Supervisors' website. Letters from the public sent to the Board of Supervisors concerning the proposed route abandonment are placed in a public review file and made available to the Members of the Board of Supervisors.

Once SFMTA has proposed a major service change or fare change, the SFMTA may provide additional notification to any affected neighborhood(s) and riders regarding the proposed changes and the time and location of any public meeting where public comment will be solicited. SFMTA will also provide information about proposed fare or major service changes on its website and provide further notification in one or more of the following ways, depending on the circumstances:

- For service changes, posting meeting notices at appropriate transit stops and/or on utility poles, when circumstances and resources allow;
- For proposed fare and service changes, posting meeting notices on transit vehicles and/or transit stations, as appropriate and circumstances dictate;
- Mailing or emailing information to neighborhood organizations and other community-based organizations for distribution to their membership;
- Mailing and/or emailing to residents and businesses on affected streets and/or mass-distributed to addresses in affected areas;
- Publishing meeting notices in neighborhood papers or multilingual or alternative language newspapers;
- Issuing a blog post with online links to details and available language translations;
- Posting multilingual information at items on the homepage rotator of SFMTA.com;
- Issuing a press release (for issues with citywide impact); and,
- Partnering with community organizations to hold information sessions.

## Processing Public Comments Prior to Fare or Major Service Changes

Public comments gathered on proposed fare and major service changes, including major service reductions, can be solicited from multiple sources including the SFMTA Board of Director (MTAB) meetings, advisory committees such as the Citizen's Advisory Committee (CAC) and the Multimodal Accessibility Advisory Committee (MAAC), Town Halls, Open Houses and other community meetings and via email, letters to SFMTA or to MTAB, digital media, at SFMTA.com and through 311, the San Francisco's multilingual 24/7 Telephone Customer Service Center.

Documentation of public comments may consist of MTAB or other public advisory committee meeting minutes, copies of letters, emails and comment cards received, comment summaries and/or comment logs,

and through customer service reports (CSRs) for comments registered through the 311 Telephone Customer Service Center. Methods of documentation will vary at the MTA's discretion based on the nature of the comments and the scope of the project or proposal and will be kept on file. Minutes from public advisory committee meetings and MTAB meetings are posted at SFMTA.com and hard copies are available. Letters addressed to MTAB are kept in a public view folder.

Once compiled and documented as appropriate, public comments are reviewed and assessed by the subject matter staff to identify comment trends and areas for potential modification, if any. As specific examples, public comments received on major service changes are reviewed by the Transit Planning Division of the SFMTA and public comments received on proposed fare-related items are reviewed and considered by the Finance Division.

Proposals that are modified as a result of public comment or other factors are considered and reviewed internally and, where necessary, appropriate changes are made to Staff Reports and accompanying documentation in preparation for re-submission to the SFMTA Board of Directors for their consideration and approval. This documentation is submitted to MTAB as part of the Staff Report for consideration and is made available to the public 72 hours prior to the Board meeting where it will be discussed via posting at SFMTA.com and hard copy at SFMTA headquarters.

If necessary, further modifications can be made to the proposals based on public comment given at the MTAB meeting and appropriate steps are taken for any further review and required approvals.

# Section VII: Review and Monitoring of the Plan



*Participants in the Community Input Sessions for the Public Participation Plan Update*

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The SFMTA is committed to monitoring the effectiveness of its public outreach and engagement efforts, including among minority, low-income and limited-English proficient communities. The Public Participation Plan will be reviewed on a bi-annual basis for its effectiveness and relevance based on changing demographics, new technologies and outreach methods, among other factors.

As noted, one of the ways the agency brings the PPP into its daily work is through its Public Outreach and Engagement Team Strategy (POETS). While the Public Participation Plan applies to all decision-making by the SFMTA, POETS focuses on a significant subset of those decision-making process in the SFMTA related to capital and infrastructure projects (e.g., transit, construction, and livable/sustainable street improvements).

POETS has evaluation metrics in place to measure the program's effectiveness in encouraging public participation at the project level. The metrics include both process measures (e.g., the extent and inclusiveness of public participation) and outcome measures (e.g., evidence of strengthened agency/community relationships). Reflecting a core theme that emerged in the research for the PPP, the POETS evaluation framework emphasizes the need to ensure that public participation is meaningful and valued. Anyone who takes the time to participate in the public process deserves to know how their input is taken into account, and the monitoring of the POETS program seeks to document the agency's

effectiveness in providing this feedback. The capacity to collect and analyze data on program performance and project-level implementation is expected to increase with additional staffing in 2023.

The purpose of reviewing and monitoring the Public Participation Plan is to ensure that the agency provides information through multiple channels in appropriate languages in ways that are inclusive and accessible to those who are affected by its decisions and actions. When the agency's goal is not only to inform the public but also to seek input about decisions and actions, the PPP points to the available tools and community preferences for engagement.

Research for the 2022 Public Participation Plan in many ways validates the SFMTA's approach to outreach and engagement since 2019, and gives the agency insight into where it can improve and further enhance the tools at its disposal, new tools introduced since the COVID-19 pandemic and how the agency can continue to incorporate feedback from its critical community partners to further guide its efforts to encourage and support meaningful public participation.

# Appendices

## Appendix A: 2022 PPP Report Outreach to Organizations

**Table 1A: PPP Report Outreach to Organizations\***

Source: SFMTA, 2022.

| Organization                                                                         | Non-English Languages Served              | Neighborhood(s) Served                                                                                                                                                             |
|--------------------------------------------------------------------------------------|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Al Sabeel Masjid Noor Al-Islam                                                       | Arabic                                    |                                                                                                                                                                                    |
| Alliance Francaise of San Francisco                                                  | French                                    |                                                                                                                                                                                    |
| American Indian Cultural Center                                                      |                                           | Citywide                                                                                                                                                                           |
| Arab Cultural and Community Center; Bay Area                                         | Arabic                                    | Citywide                                                                                                                                                                           |
| Arab Grocers Group                                                                   | Arabic                                    |                                                                                                                                                                                    |
| Arab resourcing and organizing center                                                | Arabic                                    | Citywide                                                                                                                                                                           |
| Arc of San Francisco                                                                 |                                           | Citywide                                                                                                                                                                           |
| Asian Family Support Center                                                          | Multiple                                  |                                                                                                                                                                                    |
| Asian Pacific American Community Center                                              | Cantonese, Vietnamese, Thai, Laotian      | Visitacion Valley                                                                                                                                                                  |
| Bayanihan Equity Center                                                              | Filipino                                  | Tenderloin, Downtown Mission                                                                                                                                                       |
| Bayview Hunters Point Mobilization for Adolescent Growth in Our Communities (BMAGIC) |                                           | Bayview/Hunters Point                                                                                                                                                              |
| Bayview Hunters Point Citizens Advisory Committee                                    |                                           | Bayview/Hunters Point                                                                                                                                                              |
| Bayview Neighborhood Association                                                     |                                           | Bayview                                                                                                                                                                            |
| Bayview Hunters Point YMCA                                                           |                                           | Bayview/Hunters Point                                                                                                                                                              |
| Bayview Senior Services                                                              |                                           | Bayview                                                                                                                                                                            |
| Bernal Heights Neighborhood Center – Excelsior Senior Center                         | Spanish, Chinese, Tagalog                 | Bernal Heights; Seniors                                                                                                                                                            |
| Buchanan YMCA/Urban Services                                                         |                                           | Fillmore/Western Addition                                                                                                                                                          |
| CARECEN                                                                              | Spanish                                   | Mission, Bayview, Excelsior                                                                                                                                                        |
| Causa Justa                                                                          | Spanish                                   | Mission, Excelsior, Tenderloin, Bayview                                                                                                                                            |
| Chinatown Library                                                                    | Chinese (Cantonese, Mandarin)             | Chinatown                                                                                                                                                                          |
| Chinese Community Development Corporation                                            | Chinese (Cantonese, Mandarin)             | Chinatown, North Beach, Russian Hill, Tenderloin, Japantown, Mission Bay, Mission District, SOMA, Richmond, Octavia area, Haight area, Stanyan, Visitacion Valley (San Bruno Ave.) |
| Chinese Culture Resource Center                                                      | Chinese (Cantonese, Mandarin, Taishanese) | Chinatown                                                                                                                                                                          |
| Chinese for Affirmative Action                                                       | Chinese (Cantonese, Mandarin)             | Citywide; esp. Chinatown, Visitacion Valley, Sunset, Richmond                                                                                                                      |

|                                                                  |                                                                                 |                                                                                                               |
|------------------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| <b>Chinese Newcomers Service Center</b>                          | Chinese (Cantonese, Mandarin)                                                   | Chinatown                                                                                                     |
| <b>Community Youth Center (Chinatown)</b>                        | Cantonese, Mandarin, Tagalog, Vietnamese, Cambodian, Laotian, Thai, and Spanish | Tenderloin, Bayview, Richmond, and Chinatown. Some school locations are citywide.                             |
| <b>Community Youth Center (Richmond)</b>                         | Cantonese                                                                       | Citywide                                                                                                      |
| <b>Excelsior Action Group</b>                                    |                                                                                 | Excelsior                                                                                                     |
| <b>Family Connection Center</b>                                  | Chinese, Spanish, Vietnamese                                                    | Portola & Excelsior, Southeast SF                                                                             |
| <b>Filipino Community Center</b>                                 | Filipino, Tagalog                                                               |                                                                                                               |
| <b>Interfaith Council</b>                                        |                                                                                 | Citywide                                                                                                      |
| <b>Japanese Cultural Center</b>                                  | Japanese                                                                        | Citywide                                                                                                      |
| <b>Japantown Merchants Association/Japantown Task Force</b>      |                                                                                 | Western Addition                                                                                              |
| <b>Kimochi</b>                                                   | Japanese, Korean                                                                | Western Addition, Richmond, Sunset                                                                            |
| <b>Korean American Community Foundation</b>                      | Korean                                                                          |                                                                                                               |
| <b>Korean Center Inc.</b>                                        | Korean                                                                          | Citywide                                                                                                      |
| <b>La Raza Community Resource Center</b>                         | Spanish                                                                         |                                                                                                               |
| <b>Lighthouse for the Blind and Visually Impaired</b>            |                                                                                 | Citywide                                                                                                      |
| <b>Lycee Francais</b>                                            | French                                                                          |                                                                                                               |
| <b>Mission Economic Development Center</b>                       | Spanish                                                                         | Mission                                                                                                       |
| <b>Mission Beacon Center at Everett Middle School</b>            | Spanish                                                                         | Mission, Fillmore, Bayview and 3rd St., Potrero Hill                                                          |
| <b>Mission Neighborhood Centers</b>                              | Spanish                                                                         | Mission                                                                                                       |
| <b>MUA- Mujeres Unidas y Activas</b>                             | Spanish                                                                         | Tenderloin                                                                                                    |
| <b>OMI Neighbors in Action</b>                                   |                                                                                 | Oceanview, Merced Heights, Ingleside                                                                          |
| <b>OMI/Excelsior Beacon Center at James Denman Middle School</b> | Chinese, Spanish                                                                | Excelsior, Mission Bay, Mission, Mission Terrace, Stonestown, Excelsior, Oceanview, Merced Heights, Ingleside |
| <b>Poder</b>                                                     | Spanish                                                                         | Mission, Excelsior                                                                                            |
| <b>Richmond Neighborhood Center (RNCC)</b>                       | Chinese, Russian, Spanish                                                       | Richmond                                                                                                      |
| <b>Richmond Senior Center</b>                                    | Russian, Chinese                                                                | Richmond, Sunset                                                                                              |
| <b>Russian American Community Services</b>                       | Russian, Chinese                                                                | Richmond, Sunset                                                                                              |
| <b>Samoan Community Development Center</b>                       |                                                                                 | Visitation Valley, Hunters Point, Potrero Hill, Alice Griffith,                                               |
| <b>San Francisco Bay Accueil</b>                                 | French                                                                          | Citywide                                                                                                      |
| <b>Self-Help for the Elderly</b>                                 | Chinese (Cantonese & Mandarin)                                                  | Citywide                                                                                                      |
| <b>Senior and Disability Action</b>                              |                                                                                 | Citywide                                                                                                      |
| <b>SF LGBT Center</b>                                            |                                                                                 | Citywide                                                                                                      |
| <b>SFMTA Small Business Working Group</b>                        |                                                                                 | Citywide                                                                                                      |
| <b>South of Market Community Action Network (SOMCAM)</b>         | Filipino, Tagalog, Ilonggo                                                      | SOMA, Tenderloin, Excelsior                                                                                   |
| <b>Southeast Asian Community Center</b>                          | Vietnamese, Chinese, Laotian                                                    | Tenderloin & Citywide                                                                                         |
| <b>Sunset Neighborhood Community Center</b>                      | Chinese, Vietnamese                                                             | Sunset, Parkside                                                                                              |
| <b>Talking Book and Braille Center @ SF Library</b>              |                                                                                 | Citywide                                                                                                      |
| <b>Tenderloin Boy &amp; Girls Club</b>                           |                                                                                 | Tenderloin                                                                                                    |

|                                                                          |                              |                                                 |
|--------------------------------------------------------------------------|------------------------------|-------------------------------------------------|
| <b>Thai Unity Community</b>                                              | Thai                         | Citywide                                        |
| <b>Vietnamese Youth Development Center (SE Asian Development Center)</b> | Vietnamese                   |                                                 |
| <b>Wu-Yee Children's Services</b>                                        | Cantonese, Mandarin, Spanish | Oceanview, Merced Heights, Ingleside, Chinatown |

**Table 2A. List of Organizations Who Participated in the Report**

Source: SFMTA, 2022.

| Organization                                                 | Primary Language(s)                       | Neighborhoods, Groups Served                                                                                                                                                       | Community Based Organization Leadership Interviews | LEP Focus Groups | Community Conversations |
|--------------------------------------------------------------|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|------------------|-------------------------|
| Arab Cultural and Community Center Bay Area                  | Arabic                                    | Citywide                                                                                                                                                                           | X                                                  |                  |                         |
| Arab resourcing and organizing center                        | Arabic                                    | Citywide                                                                                                                                                                           | X                                                  |                  |                         |
| Arc San Francisco                                            |                                           | Citywide; People with intellectual and developmental disabilities                                                                                                                  |                                                    |                  | X                       |
| Bayanihan Equity Center                                      | Filipino                                  | Tenderloin, Downtown, Mission                                                                                                                                                      | X                                                  |                  |                         |
| Bernal Heights Neighborhood Center – Excelsior Senior Center | Spanish, Chinese, Tagalog                 | Bernal Heights; Seniors                                                                                                                                                            | X                                                  |                  |                         |
| CARECEN                                                      | Spanish                                   | Mission, Bayview, Excelsior                                                                                                                                                        | X                                                  |                  |                         |
| Chinatown Library                                            | Chinese (Cantonese, Mandarin)             | Chinatown                                                                                                                                                                          | X                                                  |                  |                         |
| Chinese Community Development Corporation                    | Chinese (Cantonese, Mandarin)             | Chinatown, North Beach, Russian Hill, Tenderloin, Japantown, Mission Bay, Mission District, SOMA, Richmond, Octavia area, Haight area, Stanyan, Visitacion Valley (San Bruno Ave.) | X                                                  |                  |                         |
| Chinese Culture Resource Center                              | Chinese (Cantonese, Mandarin, Taishanese) | Chinatown                                                                                                                                                                          | X                                                  |                  |                         |

|                                                                  |                                                                                 |                                                                                                               |   |   |   |
|------------------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|---|---|---|
| <b>Chinese for Affirmative Action</b>                            | Chinese (Cantonese, Mandarin)                                                   | Citywide; esp. Chinatown, Visitacion Valley, Sunset, Richmond                                                 | X |   |   |
| <b>Chinese Newcomers Service Center</b>                          | Chinese (Cantonese, Mandarin)                                                   | Chinatown                                                                                                     | X |   |   |
| <b>Community Youth Center (Chinatown)</b>                        | Cantonese, Mandarin, Tagalog, Vietnamese, Cambodian, Laotian, Thai, and Spanish | Tenderloin, Bayview, Richmond, and Chinatown. Some school locations are citywide.                             | X |   |   |
| <b>Community Youth Center (Richmond)</b>                         | Cantonese                                                                       | Citywide                                                                                                      | X |   |   |
| <b>Excelsior Action Group</b>                                    |                                                                                 | Excelsior                                                                                                     |   |   | X |
| <b>Family Connection Center</b>                                  | Chinese, Spanish, Vietnamese                                                    | Portola & Excelsior, Southeast SF                                                                             | X |   |   |
| <b>Japanese Cultural Center</b>                                  | Japanese                                                                        | Citywide                                                                                                      | X |   |   |
| <b>Korean Center Inc.</b>                                        | Korean                                                                          | Citywide                                                                                                      | X |   |   |
| <b>Lighthouse for the Blind and Visually Impaired</b>            |                                                                                 | Citywide                                                                                                      |   |   | X |
| <b>Mission Beacon Center at Everett Middle School</b>            | Spanish                                                                         | Mission, Fillmore, Bayview, 3rd St., Potrero Hill                                                             | X |   |   |
| <b>OMI Neighbors in Action</b>                                   |                                                                                 | Oceanview, Merced Heights, Ingleside                                                                          |   |   | X |
| <b>OMI/Excelsior Beacon Center at James Denman Middle School</b> | Chinese, Spanish                                                                | Excelsior, Mission Bay, Mission, Mission Terrace, Stonestown, Excelsior, Oceanview, Merced Heights, Ingleside | X |   |   |
| <b>Poder</b>                                                     | Spanish                                                                         | Mission, Excelsior                                                                                            | X |   |   |
| <b>Richmond Neighborhood Center (RNCC)</b>                       | Chinese, Russian, Spanish                                                       | Richmond                                                                                                      | X | X |   |
| <b>Richmond Senior Center</b>                                    | Russian, Chinese                                                                | Richmond, Sunset                                                                                              | X |   |   |

|                                                            |                                |                                                                                                |   |   |   |
|------------------------------------------------------------|--------------------------------|------------------------------------------------------------------------------------------------|---|---|---|
| <b>Russian American Community Services</b>                 | Russian, Chinese               | Richmond, Sunset                                                                               | X |   |   |
| <b>Samoan Community Development Center</b>                 |                                | Visitation Valley, Hunters Point, Potrero Hill, Alice Griffith                                 |   |   | X |
| <b>San Francisco Bay Accueil</b>                           | French                         | Citywide                                                                                       | X |   |   |
| <b>Self-Help for the Elderly</b>                           | Chinese (Cantonese & Mandarin) | Citywide, including Richmond, Sunset, Chinatown, South of Market, Visitacion Valley, Excelsior | X |   |   |
| <b>SF LGBT Center</b>                                      |                                | Citywide                                                                                       |   |   | X |
| <b>SFMTA Small Business Working Group</b>                  |                                | Citywide                                                                                       |   |   | X |
| <b>South of Market Community Action Network (SOMCAM)</b>   | Filipino, Tagalog, Ilonggo     | SOMA, Tenderloin, Excelsior                                                                    | X |   |   |
| <b>Southeast Asian Community Center</b>                    | Vietnamese, Chinese, Laotian   | Tenderloin & Citywide                                                                          | X | X |   |
| <b>Tenderloin Boys and Girls Club Tenderloin Clubhouse</b> |                                | Tenderloin                                                                                     |   |   | X |
| <b>Thai Unity Community</b>                                | Thai                           | Citywide                                                                                       | X |   |   |
| <b>Wu-Yee Children's Services</b>                          | Cantonese, Mandarin, Spanish   | Oceanview, Merced Heights, Ingleside, Chinatown                                                | X |   |   |

## Appendix B: Supplemental Tables of 2022 Survey Data

Source:2022 Public Engagement and Community Language Access Survey

**Table 1B: Source of Information about SFMTA Services by English Proficiency and by Native Language**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                 | Total | LEP Status |                     | Language         |         |          |            |        |        |        |      |          |         |       |     |  |
|-------------------------------------------------------|-------|------------|---------------------|------------------|---------|----------|------------|--------|--------|--------|------|----------|---------|-------|-----|--|
|                                                       |       | Spanish    | Chinese - Cantonese | Chinese-Mandarin | Russian | Filipino | Vietnamese | Arabic | French | Korean | Thai | Japanese | English | Other |     |  |
| SFMTA/Muni website (SFMTA.com, web blog, etc.)        | 59%   | 45%        | 43%                 | 50%              | 49%     | 42%      | 64%        | 18%    | 39%    | 58%    | 58%  | 40%      | 54%     | 63%   | 57% |  |
| San Francisco's 311 Telephone Customer Service Center | 13%   | 19%        | 13%                 | 17%              | 17%     | 25%      | 28%        | 14%    | 36%    | 4%     | 19%  | 15%      | 13%     | 13%   | 17% |  |
| SFMTA/Muni's Customer Service Center on 11 S Van Ness | 3%    | 7%         | 10%                 | 5%               | 5%      | 8%       | 13%        | 6%     | 4%     | 0%     | 0%   | 0%       | 6%      | 2%    | 4%  |  |
| Signs in vehicles, stations, or bus shelters          | 45%   | 31%        | 29%                 | 29%              | 41%     | 22%      | 34%        | 23%    | 11%    | 40%    | 23%  | 35%      | 46%     | 50%   | 44% |  |
| Maps in vehicles, stations, or bus shelters           | 30%   | 21%        | 21%                 | 17%              | 31%     | 15%      | 31%        | 20%    | 18%    | 30%    | 27%  | 25%      | 17%     | 33%   | 33% |  |
| Friends and family members                            | 16%   | 26%        | 14%                 | 29%              | 32%     | 15%      | 20%        | 25%    | 25%    | 4%     | 12%  | 50%      | 13%     | 14%   | 17% |  |
| Community or faith-based organizations                | 3%    | 9%         | 7%                  | 5%               | 7%      | 0%       | 15%        | 31%    | 0%     | 0%     | 4%   | 10%      | 10%     | 2%    | 3%  |  |
| Mailers                                               | 4%    | 7%         | 4%                  | 8%               | 10%     | 3%       | 7%         | 6%     | 32%    | 0%     | 4%   | 0%       | 2%      | 4%    | 6%  |  |
| Newspaper ads                                         | 3%    | 7%         | 4%                  | 8%               | 9%      | 7%       | 4%         | 7%     | 4%     | 2%     | 0%   | 0%       | 2%      | 2%    | 3%  |  |
| Radio or television                                   | 6%    | 16%        | 10%                 | 17%              | 15%     | 27%      | 5%         | 22%    | 25%    | 2%     | 0%   | 5%       | 10%     | 4%    | 9%  |  |
| Meeting notices (e.g., fliers, posters)               | 4%    | 4%         | 6%                  | 3%               | 4%      | 3%       | 10%        | 3%     | 7%     | 6%     | 0%   | 5%       | 0%      | 5%    | 6%  |  |
| Email communications                                  | 19%   | 11%        | 14%                 | 11%              | 14%     | 14%      | 16%        | 4%     | 39%    | 10%    | 4%   | 5%       | 6%      | 21%   | 20% |  |
| Social media posts e.g., Facebook, Twitter, Instagram | 14%   | 10%        | 10%                 | 7%               | 13%     | 7%       | 16%        | 8%     | 29%    | 12%    | 12%  | 0%       | 15%     | 15%   | 17% |  |
| Text message updates                                  | 11%   | 8%         | 12%                 | 6%               | 7%      | 1%       | 20%        | 3%     | 11%    | 6%     | 12%  | 5%       | 8%      | 12%   | 14% |  |
| Brochures                                             | 2%    | 5%         | 3%                  | 4%               | 5%      | 15%      | 9%         | 9%     | 4%     | 0%     | 4%   | 0%       | 2%      | 2%    | 4%  |  |
| SFMTA Board of Directors Meetings                     | 1%    | 1%         | 3%                  | 1%               | 1%      | 1%       | 4%         | 1%     | 4%     | 2%     | 0%   | 0%       | 0%      | 1%    | 2%  |  |

|                                                                |     |     |     |     |     |     |     |    |     |     |     |     |     |     |     |
|----------------------------------------------------------------|-----|-----|-----|-----|-----|-----|-----|----|-----|-----|-----|-----|-----|-----|-----|
| <b>Ambassadors doing street-level outreach</b>                 | 2%  | 3%  | 2%  | 2%  | 5%  | 1%  | 3%  | 1% | 11% | 2%  | 0%  | 5%  | 0%  | 2%  | 4%  |
| <b>SFMTA/Muni meetings or other meetings in my community</b>   | 2%  | 3%  | 5%  | 2%  | 2%  | 0%  | 7%  | 4% | 4%  | 0%  | 0%  | 0%  | 2%  | 2%  | 6%  |
| <b>Online applications or APPS (MuniMobile, Transit, etc.)</b> | 38% | 20% | 25% | 23% | 24% | 16% | 31% | 7% | 36% | 56% | 46% | 45% | 21% | 42% | 36% |

**Table 2B: Source of Information about SFMTA Services by Income and Ethnicity**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                 | Total | Income     |             | Ethnicity |                   |        |        |                  |                             |     | Refused | Not Listed | All People of Color |
|-------------------------------------------------------|-------|------------|-------------|-----------|-------------------|--------|--------|------------------|-----------------------------|-----|---------|------------|---------------------|
|                                                       |       | Low-Income | High-Income | Whites    | African Americans | Asians | Latinx | American Indians | Hawaiians/Pacific Islanders |     |         |            |                     |
| SFMTA/Muni website (SFMTA.com, web blog, etc.)        | 59%   | 48%        | 61%         | 61%       | 54%               | 56%    | 50%    | 59%              | 54%                         | 62% | 57%     | 55%        |                     |
| San Francisco's 311 Telephone Customer Service Center | 13%   | 23%        | 11%         | 12%       | 23%               | 14%    | 16%    | 21%              | 18%                         | 13% | 22%     | 16%        |                     |
| SFMTA/Muni's Customer Service Center on 11 S Van Ness | 3%    | 7%         | 2%          | 1%        | 4%                | 4%     | 6%     | 2%               | 7%                          | 3%  | 3%      | 4%         |                     |
| Signs in vehicles, stations, or bus shelters          | 45%   | 35%        | 48%         | 51%       | 35%               | 39%    | 37%    | 47%              | 39%                         | 45% | 47%     | 39%        |                     |
| Maps in vehicles, stations, or bus shelters           | 30%   | 25%        | 32%         | 35%       | 19%               | 25%    | 23%    | 30%              | 35%                         | 29% | 33%     | 25%        |                     |
| Friends and family members                            | 16%   | 24%        | 14%         | 12%       | 18%               | 23%    | 17%    | 12%              | 20%                         | 14% | 19%     | 21%        |                     |
| Community or faith-based organizations                | 3%    | 8%         | 2%          | 1%        | 3%                | 7%     | 6%     | 2%               | 10%                         | 1%  | 3%      | 6%         |                     |
| Mailers                                               | 4%    | 6%         | 4%          | 3%        | 4%                | 7%     | 3%     | 6%               | 10%                         | 4%  | 6%      | 6%         |                     |
| Newspaper ads                                         | 3%    | 6%         | 2%          | 2%        | 2%                | 5%     | 3%     | 3%               | 4%                          | 3%  | 2%      | 4%         |                     |
| Radio or television                                   | 6%    | 13%        | 5%          | 4%        | 10%               | 12%    | 8%     | 6%               | 8%                          | 4%  | 10%     | 10%        |                     |
| Meeting notices (e.g., fliers, posters)               | 4%    | 5%         | 4%          | 4%        | 6%                | 5%     | 5%     | 8%               | 6%                          | 4%  | 8%      | 5%         |                     |
| Email communications                                  | 19%   | 14%        | 21%         | 22%       | 19%               | 17%    | 15%    | 19%              | 18%                         | 20% | 22%     | 17%        |                     |
| Social media posts e.g., Facebook, Twitter, Instagram | 14%   | 12%        | 15%         | 15%       | 10%               | 15%    | 12%    | 9%               | 10%                         | 12% | 16%     | 14%        |                     |
| Text message updates                                  | 11%   | 10%        | 12%         | 12%       | 15%               | 11%    | 13%    | 8%               | 14%                         | 9%  | 14%     | 12%        |                     |
| Brochures                                             | 2%    | 4%         | 2%          | 2%        | 2%                | 4%     | 3%     | 3%               | 4%                          | 1%  | 2%      | 3%         |                     |
| SFMTA Board of Directors Meetings                     | 1%    | 2%         | 1%          | 1%        | 2%                | 1%     | 3%     | 0%               | 0%                          | 2%  | 3%      | 1%         |                     |

|                                                                |     |     |     |     |     |     |     |     |     |     |     |     |
|----------------------------------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Ambassadors doing street-level outreach</b>                 | 2%  | 3%  | 2%  | 1%  | 4%  | 3%  | 2%  | 2%  | 7%  | 1%  | 3%  | 3%  |
| <b>SFMTA/Muni meetings or other meetings in my community</b>   | 2%  | 3%  | 3%  | 3%  | 2%  | 2%  | 3%  | 2%  | 1%  | 3%  | 5%  | 3%  |
| <b>Online applications or APPS (MuniMobile, Transit, etc.)</b> | 38% | 23% | 42% | 45% | 24% | 29% | 31% | 44% | 35% | 32% | 39% | 30% |

**Table 3B: Source of Information about SFMTA Services by Disability Status and Gender**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                   | Total | Disability Status |               | Gender |       |            |     | Prefer to Self-Describe | Refused |
|---------------------------------------------------------|-------|-------------------|---------------|--------|-------|------------|-----|-------------------------|---------|
|                                                         |       | Has a disability  | Does not have | Men    | Women | Non-Binary |     |                         |         |
| SFMTA/Muni website (SFMTA.com, web blog, etc.)          | 59%   | 55%               | 59%           | 60%    | 57%   | 54%        | 61% | 60%                     |         |
| San Francisco's 311 Telephone Customer Service Center   | 13%   | 24%               | 12%           | 11%    | 17%   | 9%         | 9%  | 15%                     |         |
| SFMTA/Muni's Customer Service Center on 11 S Van Ness   | 3%    | 4%                | 2%            | 2%     | 3%    | 3%         | 0%  | 2%                      |         |
| Signs in vehicles, stations, or bus shelters            | 45%   | 41%               | 47%           | 46%    | 45%   | 65%        | 70% | 42%                     |         |
| Maps in vehicles, stations, or bus shelters             | 30%   | 28%               | 31%           | 32%    | 29%   | 41%        | 42% | 29%                     |         |
| Friends and family members                              | 16%   | 18%               | 15%           | 12%    | 19%   | 23%        | 18% | 14%                     |         |
| Community or faith-based organizations                  | 3%    | 5%                | 3%            | 2%     | 4%    | 7%         | 0%  | 2%                      |         |
| Mailers                                                 | 4%    | 5%                | 4%            | 4%     | 5%    | 4%         | 6%  | 4%                      |         |
| Newspaper ads                                           | 3%    | 3%                | 3%            | 3%     | 3%    | 2%         | 0%  | 2%                      |         |
| Radio or television                                     | 6%    | 8%                | 6%            | 6%     | 8%    | 4%         | 6%  | 5%                      |         |
| Meeting notices (e.g., fliers, posters)                 | 4%    | 7%                | 4%            | 4%     | 5%    | 14%        | 9%  | 4%                      |         |
| Email communications                                    | 19%   | 21%               | 19%           | 20%    | 18%   | 29%        | 33% | 19%                     |         |
| Social media posts e.g., Facebook, Twitter, Instagram   | 14%   | 10%               | 15%           | 16%    | 12%   | 25%        | 9%  | 14%                     |         |
| Text message updates                                    | 11%   | 12%               | 12%           | 11%    | 11%   | 18%        | 18% | 8%                      |         |
| Brochures                                               | 2%    | 3%                | 2%            | 2%     | 3%    | 2%         | 0%  | 2%                      |         |
| SFMTA Board of Directors Meetings                       | 1%    | 1%                | 1%            | 2%     | 1%    | 6%         | 0%  | 2%                      |         |
| Ambassadors doing street-level outreach                 | 2%    | 2%                | 2%            | 1%     | 2%    | 6%         | 6%  | 0%                      |         |
| SFMTA/Muni meetings or other meetings in my community   | 2%    | 4%                | 2%            | 3%     | 3%    | 4%         | 0%  | 3%                      |         |
| Online applications or APPS (MuniMobile, Transit, etc.) | 38%   | 27%               | 40%           | 42%    | 34%   | 49%        | 48% | 38%                     |         |

**Table 4B: Source of Information about SFMTA Services by Age**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                   | Total | Age                |       |       |       |       |       |     |      |     |     |
|---------------------------------------------------------|-------|--------------------|-------|-------|-------|-------|-------|-----|------|-----|-----|
|                                                         |       | Under 18 Years Old | 18-29 | 30-39 | 40-49 | 50-64 | 65-74 | 75+ | 0-49 | 50+ | 65+ |
| SFMTA/Muni website (SFMTA.com, web blog, etc.)          | 59%   | 63%                | 56%   | 58%   | 60%   | 60%   | 59%   | 55% | 59%  | 58% | 57% |
| San Francisco's 311 Telephone Customer Service Center   | 13%   | 3%                 | 10%   | 8%    | 10%   | 14%   | 20%   | 21% | 9%   | 17% | 20% |
| SFMTA/Muni's Customer Service Center on 11 S Van Ness   | 3%    | 2%                 | 2%    | 2%    | 3%    | 3%    | 3%    | 3%  | 2%   | 3%  | 3%  |
| Signs in vehicles, stations, or bus shelters            | 45%   | 39%                | 43%   | 50%   | 50%   | 45%   | 44%   | 41% | 48%  | 44% | 43% |
| Maps in vehicles, stations, or bus shelters             | 30%   | 26%                | 30%   | 33%   | 35%   | 31%   | 28%   | 28% | 33%  | 30% | 28% |
| Friends and family members                              | 16%   | 31%                | 20%   | 19%   | 14%   | 15%   | 14%   | 17% | 18%  | 15% | 15% |
| Community or faith-based organizations                  | 3%    | 2%                 | 2%    | 3%    | 3%    | 4%    | 3%    | 4%  | 3%   | 3%  | 3%  |
| Mailers                                                 | 4%    | 3%                 | 3%    | 5%    | 4%    | 4%    | 5%    | 5%  | 4%   | 4%  | 5%  |
| Newspaper ads                                           | 3%    | 3%                 | 1%    | 2%    | 1%    | 3%    | 4%    | 6%  | 2%   | 4%  | 4%  |
| Radio or television                                     | 6%    | 2%                 | 2%    | 5%    | 5%    | 7%    | 9%    | 10% | 4%   | 8%  | 9%  |
| Meeting notices (e.g., fliers, posters)                 | 4%    | 3%                 | 5%    | 4%    | 6%    | 4%    | 4%    | 6%  | 5%   | 4%  | 5%  |
| Email communications                                    | 19%   | 16%                | 12%   | 20%   | 19%   | 18%   | 23%   | 23% | 18%  | 21% | 23% |
| Social media posts e.g., Facebook, Twitter, Instagram   | 14%   | 16%                | 25%   | 27%   | 19%   | 12%   | 5%    | 2%  | 23%  | 8%  | 4%  |
| Text message updates                                    | 11%   | 8%                 | 12%   | 13%   | 10%   | 13%   | 11%   | 10% | 12%  | 11% | 10% |
| Brochures                                               | 2%    | 0%                 | 1%    | 1%    | 2%    | 2%    | 4%    | 4%  | 2%   | 3%  | 4%  |
| SFMTA Board of Directors Meetings                       | 1%    | 3%                 | 2%    | 2%    | 1%    | 1%    | 1%    | 2%  | 2%   | 1%  | 1%  |
| Ambassadors doing street-level outreach                 | 2%    | 3%                 | 2%    | 3%    | 2%    | 2%    | 1%    | 2%  | 2%   | 2%  | 1%  |
| SFMTA/Muni meetings or other meetings in my community   | 2%    | 2%                 | 1%    | 3%    | 2%    | 3%    | 3%    | 4%  | 2%   | 3%  | 3%  |
| Online applications or APPS (MuniMobile, Transit, etc.) | 38%   | 31%                | 43%   | 46%   | 49%   | 37%   | 30%   | 23% | 46%  | 33% | 28% |

**Table 5B: Easiest Method of Providing Feedback by English Proficiency and by Native Language**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                                     | Total | LEP Status | Language |                     |                  |         |          |            |        |        |        |      |          |         |       |  |
|---------------------------------------------------------------------------|-------|------------|----------|---------------------|------------------|---------|----------|------------|--------|--------|--------|------|----------|---------|-------|--|
|                                                                           |       |            | Spanish  | Chinese - Cantonese | Chinese-Mandarin | Russian | Filipino | Vietnamese | Arabic | French | Korean | Thai | Japanese | English | Other |  |
| <b>On the SFMTA/Muni website (SFMTA.com, web blog etc.)</b>               | 58%   | 42%        | 44%      | 44%                 | 44%              | 45%     | 63%      | 22%        | 50%    | 54%    | 62%    | 65%  | 48%      | 62%     | 56%   |  |
| <b>Calling San Francisco's 311 Telephone Customer Service Center</b>      | 25%   | 30%        | 20%      | 28%                 | 33%              | 43%     | 30%      | 26%        | 32%    | 16%    | 19%    | 10%  | 19%      | 25%     | 27%   |  |
| <b>Visiting SFMTA/Muni's Customer Service Center at 11 South Van Ness</b> | 4%    | 9%         | 9%       | 8%                  | 8%               | 14%     | 9%       | 8%         | 0%     | 6%     | 0%     | 5%   | 2%       | 3%      | 4%    |  |
| <b>Through your community or faith-based organizations</b>                | 4%    | 13%        | 10%      | 6%                  | 8%               | 0%      | 13%      | 34%        | 0%     | 6%     | 8%     | 5%   | 10%      | 2%      | 3%    |  |
| <b>Contacting your District Supervisor</b>                                | 6%    | 4%         | 10%      | 4%                  | 5%               | 0%      | 5%       | 2%         | 4%     | 8%     | 4%     | 0%   | 6%       | 7%      | 9%    |  |
| <b>SFMTA/Muni meeting in my community</b>                                 | 5%    | 11%        | 18%      | 9%                  | 7%               | 1%      | 11%      | 14%        | 0%     | 0%     | 4%     | 5%   | 6%       | 4%      | 9%    |  |
| <b>Written Feedback/Survey, contacting SFMTA staff</b>                    | 25%   | 17%        | 22%      | 20%                 | 19%              | 8%      | 22%      | 6%         | 32%    | 16%    | 19%    | 15%  | 17%      | 27%     | 27%   |  |
| <b>Social Media (e.g., Twitter, Instagram, Facebook)</b>                  | 21%   | 18%        | 27%      | 15%                 | 22%              | 25%     | 26%      | 12%        | 54%    | 26%    | 31%    | 5%   | 19%      | 22%     | 28%   |  |
| <b>Online applications or APPS (MuniMobile, Transit etc.)</b>             | 26%   | 20%        | 24%      | 18%                 | 24%              | 16%     | 26%      | 11%        | 43%    | 40%    | 42%    | 40%  | 33%      | 27%     | 35%   |  |

**Table 6B: Easiest Method of Providing Feedback by Income and Ethnicity**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                              | Total | Income     |             | Ethnicity |                   |        |        |                  |                             |     |     | Refused | Not Listed | All People of Color |
|--------------------------------------------------------------------|-------|------------|-------------|-----------|-------------------|--------|--------|------------------|-----------------------------|-----|-----|---------|------------|---------------------|
|                                                                    |       | Low-Income | High-Income | Whites    | African Americans | Asians | Latinx | American Indians | Hawaiians/Pacific Islanders |     |     |         |            |                     |
| On the SFMTA/Muni website (SFMTA.com, web blog etc.)               | 58%   | 47%        | 61%         | 62%       | 58%               | 55%    | 47%    | 57%              | 49%                         | 57% | 51% | 53%     |            |                     |
| Calling San Francisco's 311 Telephone Customer Service Center      | 25%   | 32%        | 24%         | 25%       | 32%               | 24%    | 22%    | 34%              | 20%                         | 26% | 41% | 26%     |            |                     |
| Visiting SFMTA/Muni's Customer Service Center at 11 South Van Ness | 4%    | 8%         | 3%          | 3%        | 6%                | 5%     | 7%     | 7%               | 6%                          | 1%  | 2%  | 5%      |            |                     |
| Through your community or faith-based organizations                | 4%    | 9%         | 2%          | 1%        | 4%                | 8%     | 7%     | 6%               | 11%                         | 3%  | 2%  | 7%      |            |                     |
| Contacting your District Supervisor                                | 6%    | 5%         | 7%          | 7%        | 8%                | 3%     | 6%     | 10%              | 8%                          | 10% | 11% | 5%      |            |                     |
| SFMTA/Muni meeting in my community                                 | 5%    | 9%         | 5%          | 4%        | 7%                | 7%     | 13%    | 6%               | 8%                          | 6%  | 5%  | 8%      |            |                     |
| Written Feedback/Survey, contacting SFMTA staff                    | 25%   | 19%        | 27%         | 27%       | 23%               | 23%    | 23%    | 21%              | 30%                         | 30% | 34% | 23%     |            |                     |
| Social Media (e.g., Twitter, Instagram, Facebook)                  | 21%   | 22%        | 22%         | 21%       | 21%               | 23%    | 28%    | 22%              | 23%                         | 19% | 24% | 24%     |            |                     |
| Online applications or APPS (MuniMobile, etc.)                     | 26%   | 20%        | 28%         | 27%       | 20%               | 26%    | 29%    | 23%              | 38%                         | 24% | 24% | 26%     |            |                     |

**Table 7B: Easiest Method of Providing Feedback by Disability Status and Gender**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                              | Total | Disability Status |               | Gender |       |            |     | Prefer to Self-Describe | Refused |
|--------------------------------------------------------------------|-------|-------------------|---------------|--------|-------|------------|-----|-------------------------|---------|
|                                                                    |       | Has a disability  | Does not have | Men    | Women | Non-Binary |     |                         |         |
| On the SFMTA/Muni website (SFMTA.com, web blog etc.)               | 58%   | 52%               | 59%           | 61%    | 56%   | 55%        | 52% | 59%                     |         |
| Calling San Francisco's 311 Telephone Customer Service Center      | 25%   | 34%               | 24%           | 23%    | 28%   | 19%        | 30% |                         | 25%     |
| Visiting SFMTA/Muni's Customer Service Center at 11 South Van Ness | 4%    | 8%                | 3%            | 4%     | 4%    | 2%         | 3%  |                         | 2%      |
| Through your community or faith-based organizations                | 4%    | 5%                | 3%            | 2%     | 5%    | 9%         | 3%  |                         | 3%      |
| Contacting your District Supervisor                                | 6%    | 8%                | 6%            | 7%     | 6%    | 8%         | 12% |                         | 8%      |
| SFMTA/Muni meeting in my community                                 | 5%    | 6%                | 5%            | 5%     | 6%    | 8%         | 6%  |                         | 6%      |
| Written Feedback/Survey, contacting SFMTA staff                    | 25%   | 25%               | 26%           | 23%    | 28%   | 38%        | 33% |                         | 28%     |
| Social Media (e.g., Twitter, Instagram, Facebook)                  | 21%   | 16%               | 24%           | 24%    | 20%   | 31%        | 27% |                         | 16%     |
| Online applications or APPS (MuniMobile, Transit, etc.)            | 26%   | 19%               | 28%           | 29%    | 25%   | 28%        | 33% |                         | 27%     |

**Table 8B: Easiest Method of Providing Feedback by Age**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                              | Total | Age                |       |       |       |       |       |     |      |     |     |
|--------------------------------------------------------------------|-------|--------------------|-------|-------|-------|-------|-------|-----|------|-----|-----|
|                                                                    |       | Under 18 Years Old | 18-29 | 30-39 | 40-49 | 50-64 | 65-74 | 75+ | 0-49 | 50+ | 65+ |
| On the SFMTA/Muni website (SFMTA.com, web blog etc.)               | 58%   | 60%                | 59%   | 58%   | 59%   | 59%   | 58%   | 52% | 59%  | 57% | 56% |
| Calling San Francisco's 311 Telephone Customer Service Center      | 25%   | 8%                 | 11%   | 15%   | 22%   | 29%   | 33%   | 35% | 17%  | 31% | 34% |
| Visiting SFMTA/Muni's Customer Service Center at 11 South Van Ness | 4%    | 2%                 | 6%    | 4%    | 4%    | 3%    | 4%    | 4%  | 4%   | 4%  | 4%  |
| Through your community or faith-based organizations                | 4%    | 3%                 | 3%    | 2%    | 3%    | 4%    | 4%    | 6%  | 3%   | 4%  | 5%  |
| Contacting your District Supervisor                                | 6%    | 5%                 | 4%    | 5%    | 5%    | 6%    | 8%    | 10% | 4%   | 7%  | 9%  |
| SFMTA/Muni meeting in my community                                 | 5%    | 6%                 | 3%    | 5%    | 5%    | 6%    | 6%    | 10% | 5%   | 6%  | 7%  |
| Written Feedback/Survey, contacting SFMTA staff                    | 25%   | 29%                | 21%   | 28%   | 27%   | 24%   | 27%   | 27% | 26%  | 25% | 27% |
| Social Media (e.g., Twitter, Instagram, Facebook)                  | 21%   | 35%                | 37%   | 38%   | 27%   | 21%   | 9%    | 6%  | 33%  | 14% | 8%  |
| Online applications or APPS (MuniMobile, Transit, etc.)            | 26%   | 34%                | 36%   | 37%   | 35%   | 25%   | 17%   | 13% | 36%  | 20% | 16% |

**Table 9B: SFMTA/Muni Meeting Information Source by English Proficiency and by Native Language**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                                 | Total | LEP Status | Language |                     |                  |         |          |            |        |        |        |      |          |         |       |  |  |
|-----------------------------------------------------------------------|-------|------------|----------|---------------------|------------------|---------|----------|------------|--------|--------|--------|------|----------|---------|-------|--|--|
|                                                                       |       |            | Spanish  | Chinese - Cantonese | Chinese-Mandarin | Russian | Filipino | Vietnamese | Arabic | French | Korean | Thai | Japanese | English | Other |  |  |
| SFMTA/Muni web site (SFMTA.com, web blog, etc.)                       | 31%   | 34%        | 40%      | 35%                 | 36%              | 33%     | 53%      | 13%        | 32%    | 22%    | 42%    | 35%  | 38%      | 30%     | 31%   |  |  |
| San Francisco's 311 Telephone Customer Service Center                 | 5%    | 12%        | 12%      | 10%                 | 9%               | 24%     | 16%      | 11%        | 21%    | 4%     | 15%    | 5%   | 0%       | 3%      | 5%    |  |  |
| SFMTA/Muni's Customer Service Center on 11 S Van Ness                 | 2%    | 6%         | 9%       | 3%                  | 5%               | 6%      | 12%      | 6%         | 0%     | 2%     | 4%     | 0%   | 0%       | 1%      | 3%    |  |  |
| Signs in vehicles, stations, or bus shelters                          | 18%   | 20%        | 17%      | 19%                 | 29%              | 15%     | 29%      | 18%        | 18%    | 10%    | 8%     | 25%  | 15%      | 18%     | 14%   |  |  |
| Friends and family members                                            | 9%    | 22%        | 11%      | 24%                 | 28%              | 10%     | 14%      | 22%        | 18%    | 2%     | 4%     | 15%  | 13%      | 6%      | 12%   |  |  |
| Community or faith-based organizations                                | 5%    | 12%        | 10%      | 7%                  | 8%               | 2%      | 12%      | 35%        | 4%     | 2%     | 4%     | 10%  | 6%       | 4%      | 8%    |  |  |
| Mailers                                                               | 9%    | 10%        | 7%       | 11%                 | 15%              | 10%     | 10%      | 7%         | 25%    | 10%    | 4%     | 5%   | 0%       | 9%      | 9%    |  |  |
| Newspaper ads                                                         | 4%    | 10%        | 5%       | 13%                 | 15%              | 5%      | 4%       | 5%         | 4%     | 4%     | 0%     | 0%   | 0%       | 3%      | 6%    |  |  |
| Radio or television                                                   | 6%    | 15%        | 6%       | 18%                 | 17%              | 24%     | 8%       | 16%        | 7%     | 6%     | 0%     | 5%   | 6%       | 4%      | 6%    |  |  |
| Meeting notices (such as fliers, posters)                             | 10%   | 8%         | 10%      | 8%                  | 7%               | 7%      | 14%      | 3%         | 7%     | 6%     | 4%     | 15%  | 17%      | 10%     | 9%    |  |  |
| Email communications                                                  | 24%   | 13%        | 15%      | 13%                 | 18%              | 13%     | 13%      | 5%         | 36%    | 10%    | 15%    | 15%  | 15%      | 28%     | 24%   |  |  |
| Social media posts                                                    | 11%   | 10%        | 14%      | 9%                  | 14%              | 17%     | 18%      | 3%         | 18%    | 6%     | 8%     | 0%   | 8%       | 11%     | 13%   |  |  |
| Text-based updates                                                    | 6%    | 6%         | 8%       | 5%                  | 8%               | 1%      | 11%      | 2%         | 0%     | 2%     | 12%    | 5%   | 6%       | 6%      | 7%    |  |  |
| Brochures                                                             | 2%    | 4%         | 3%       | 2%                  | 4%               | 9%      | 10%      | 8%         | 0%     | 0%     | 0%     | 5%   | 2%       | 2%      | 4%    |  |  |
| SFMTA Board of Directors Meetings                                     | 1%    | 2%         | 5%       | 1%                  | 1%               | 0%      | 4%       | 0%         | 0%     | 2%     | 0%     | 0%   | 0%       | 1%      | 2%    |  |  |
| Ambassadors doing street-level outreach                               | 2%    | 5%         | 3%       | 4%                  | 9%               | 1%      | 4%       | 4%         | 14%    | 0%     | 0%     | 5%   | 2%       | 1%      | 4%    |  |  |
| None of the above – I don't get information about SFMTA/Muni meetings | 34%   | 15%        | 17%      | 15%                 | 17%              | 10%     | 19%      | 16%        | 18%    | 44%    | 42%    | 40%  | 31%      | 38%     | 40%   |  |  |
| Other                                                                 | 3%    | 2%         | 1%       | 1%                  | 2%               | 2%      | 1%       | 1%         | 4%     | 4%     | 0%     | 0%   | 4%       | 4%      | 9%    |  |  |

**Table 10B: SFMTA/Muni Meeting Information Source by Income and Ethnicity**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                 | Total | Income     |             | Ethnicity |                   |        |        |                  |                             |     |     |     | Refused | Not Listed | All People of Color |
|-------------------------------------------------------|-------|------------|-------------|-----------|-------------------|--------|--------|------------------|-----------------------------|-----|-----|-----|---------|------------|---------------------|
|                                                       |       | Low-Income | High-Income | Whites    | African Americans | Asians | Latinx | American Indians | Hawaiians/Pacific Islanders |     |     |     |         |            |                     |
| SFMTA/Muni web site (SFMTA.com, web blog, etc.)       | 31%   | 36%        | 30%         | 27%       | 40%               | 35%    | 38%    | 36%              | 38%                         | 31% | 25% | 36% |         |            |                     |
| San Francisco's 311 Telephone Customer Service Center | 5%    | 12%        | 3%          | 3%        | 12%               | 7%     | 11%    | 6%               | 10%                         | 4%  | 5%  | 8%  |         |            |                     |
| SFMTA/Muni's Customer Service Center on 11 S Van Ness | 2%    | 5%         | 1%          | 1%        | 4%                | 3%     | 6%     | 1%               | 8%                          | 1%  | 2%  | 4%  |         |            |                     |
| Signs in vehicles, stations, or bus shelters          | 18%   | 21%        | 17%         | 17%       | 21%               | 20%    | 18%    | 16%              | 17%                         | 16% | 19% | 19% |         |            |                     |
| Friends and family members                            | 9%    | 17%        | 7%          | 6%        | 9%                | 17%    | 9%     | 4%               | 7%                          | 9%  | 9%  | 14% |         |            |                     |
| Community or faith-based organizations                | 5%    | 10%        | 4%          | 3%        | 9%                | 8%     | 9%     | 6%               | 10%                         | 4%  | 6%  | 8%  |         |            |                     |
| Mailers                                               | 9%    | 10%        | 9%          | 8%        | 9%                | 11%    | 7%     | 11%              | 10%                         | 8%  | 10% | 10% |         |            |                     |
| Newspaper ads                                         | 4%    | 8%         | 3%          | 3%        | 4%                | 7%     | 4%     | 9%               | 4%                          | 4%  | 2%  | 6%  |         |            |                     |
| Radio or television                                   | 6%    | 12%        | 4%          | 4%        | 6%                | 11%    | 5%     | 6%               | 4%                          | 5%  | 4%  | 9%  |         |            |                     |
| Meeting notices (such as fliers, posters)             | 10%   | 10%        | 10%         | 11%       | 11%               | 9%     | 9%     | 18%              | 10%                         | 8%  | 14% | 9%  |         |            |                     |
| Email communications                                  | 24%   | 17%        | 27%         | 29%       | 21%               | 19%    | 18%    | 24%              | 17%                         | 26% | 28% | 20% |         |            |                     |
| Social media posts                                    | 11%   | 11%        | 11%         | 11%       | 10%               | 12%    | 12%    | 9%               | 14%                         | 8%  | 16% | 12% |         |            |                     |

|                                                                              |     |     |     |     |     |     |     |     |     |     |     |     |
|------------------------------------------------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Text-based updates</b>                                                    | 6%  | 7%  | 6%  | 5%  | 10% | 7%  | 8%  | 8%  | 11% | 6%  | 7%  | 7%  |
| <b>Brochures</b>                                                             | 2%  | 4%  | 2%  | 2%  | 2%  | 3%  | 2%  | 1%  | 3%  | 3%  | 4%  | 3%  |
| <b>SFMTA Board of Directors Meetings</b>                                     | 1%  | 2%  | 1%  | 1%  | 2%  | 1%  | 3%  | 0%  | 3%  | 1%  | 2%  | 2%  |
| <b>Ambassadors doing street-level outreach</b>                               | 2%  | 4%  | 1%  | 1%  | 4%  | 4%  | 3%  | 2%  | 4%  | 1%  | 2%  | 4%  |
| <b>None of the above – I don't get information about SFMTA/Muni meetings</b> | 34% | 19% | 37% | 39% | 21% | 26% | 22% | 27% | 28% | 38% | 37% | 25% |
| <b>Other</b>                                                                 | 3%  | 3%  | 3%  | 4%  | 1%  | 2%  | 1%  | 4%  | 0%  | 4%  | 9%  | 2%  |

**Table 11B: SFMTA/Muni Meeting Information Source by Age**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                 | Total | Age                |       |       |       |       |       |     |      |     |     |
|-------------------------------------------------------|-------|--------------------|-------|-------|-------|-------|-------|-----|------|-----|-----|
|                                                       |       | Under 18 Years Old | 18-29 | 30-39 | 40-49 | 50-64 | 65-74 | 75+ | 0-49 | 50+ | 65+ |
| SFMTA/Muni web site (SFMTA.com, web blog, etc.)       | 31%   | 44%                | 34%   | 31%   | 32%   | 32%   | 30%   | 25% | 32%  | 30% | 28% |
| San Francisco's 311 Telephone Customer Service Center | 5%    | 5%                 | 5%    | 3%    | 5%    | 6%    | 6%    | 6%  | 4%   | 6%  | 6%  |
| SFMTA/Muni's Customer Service Center on 11 S Van Ness | 2%    | 0%                 | 3%    | 2%    | 2%    | 2%    | 2%    | 3%  | 2%   | 2%  | 2%  |
| Signs in vehicles, stations, or bus shelters          | 18%   | 16%                | 11%   | 15%   | 17%   | 19%   | 22%   | 21% | 15%  | 20% | 21% |
| Friends and family members                            | 9%    | 11%                | 8%    | 9%    | 8%    | 9%    | 9%    | 12% | 9%   | 10% | 10% |
| Community or faith-based organizations                | 5%    | 3%                 | 4%    | 3%    | 4%    | 6%    | 6%    | 8%  | 4%   | 6%  | 7%  |
| Mailers                                               | 9%    | 6%                 | 3%    | 9%    | 9%    | 10%   | 10%   | 10% | 8%   | 10% | 10% |
| Newspaper ads                                         | 4%    | 5%                 | 2%    | 2%    | 2%    | 4%    | 7%    | 10% | 2%   | 6%  | 8%  |
| Radio or television                                   | 6%    | 3%                 | 1%    | 4%    | 5%    | 7%    | 9%    | 9%  | 4%   | 8%  | 9%  |
| Meeting notices (such as fliers, posters)             | 10%   | 5%                 | 5%    | 8%    | 9%    | 11%   | 11%   | 12% | 8%   | 12% | 12% |
| Email communications                                  | 24%   | 16%                | 12%   | 21%   | 22%   | 26%   | 31%   | 33% | 19%  | 29% | 32% |
| Social media posts                                    | 11%   | 16%                | 14%   | 17%   | 14%   | 12%   | 7%    | 4%  | 15%  | 9%  | 6%  |
| Text-based updates                                    | 6%    | 6%                 | 7%    | 6%    | 6%    | 6%    | 6%    | 6%  | 6%   | 6%  | 6%  |
| Brochures                                             | 2%    | 0%                 | 2%    | 3%    | 2%    | 2%    | 2%    | 3%  | 2%   | 2%  | 2%  |

|                                                                              |     |     |     |     |     |     |     |     |     |     |     |    |
|------------------------------------------------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----|
| <b>SFMTA Board of Directors Meetings</b>                                     | 1%  | 3%  | 1%  | 2%  | 1%  | 1%  | 1%  | 1%  | 1%  | 1%  | 1%  | 1% |
| <b>Ambassadors doing street-level outreach</b>                               | 2%  | 0%  | 1%  | 3%  | 3%  | 2%  | 1%  | 1%  | 2%  | 2%  | 2%  | 1% |
| <b>None of the above – I don't get information about SFMTA/Muni meetings</b> | 34% | 32% | 46% | 42% | 36% | 30% | 26% | 28% | 41% | 28% | 26% |    |
| <b>Other</b>                                                                 | 3%  | 3%  | 1%  | 2%  | 2%  | 4%  | 4%  | 4%  | 2%  | 4%  | 4%  | 4% |

**Table 12B: Meeting Topic Interest by English Proficiency and Native Language**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                                                                 | Total | LEP Status | Language |                     |                  |         |          |            |        |        |        |      |          |         |       |  |
|-------------------------------------------------------------------------------------------------------|-------|------------|----------|---------------------|------------------|---------|----------|------------|--------|--------|--------|------|----------|---------|-------|--|
|                                                                                                       |       |            | Spanish  | Chinese - Cantonese | Chinese-Mandarin | Russian | Filipino | Vietnamese | Arabic | French | Korean | Thai | Japanese | English | Other |  |
| <b>Fare changes</b>                                                                                   | 36%   | 53%        | 52%      | 50%                 | 59%              | 53%     | 54%      | 61%        | 54%    | 22%    | 38%    | 40%  | 48%      | 31%     | 35%   |  |
| <b>Service changes</b>                                                                                | 58%   | 48%        | 49%      | 49%                 | 51%              | 40%     | 59%      | 44%        | 46%    | 56%    | 58%    | 50%  | 67%      | 61%     | 52%   |  |
| <b>Construction/Transit/Pedestrian projects</b>                                                       | 40%   | 25%        | 33%      | 24%                 | 28%              | 20%     | 34%      | 15%        | 32%    | 64%    | 23%    | 5%   | 33%      | 44%     | 46%   |  |
| <b>Safety/Security (e.g., system safety and security, vehicles, stations, transit stops/shelters)</b> | 49%   | 59%        | 53%      | 60%                 | 64%              | 50%     | 62%      | 63%        | 68%    | 40%    | 69%    | 75%  | 52%      | 47%     | 54%   |  |
| <b>Agency budget</b>                                                                                  | 8%    | 6%         | 10%      | 5%                  | 6%               | 1%      | 15%      | 5%         | 7%     | 6%     | 12%    | 0%   | 6%       | 9%      | 12%   |  |
| <b>Other</b>                                                                                          | 13%   | 5%         | 3%       | 3%                  | 3%               | 1%      | 3%       | 3%         | 11%    | 14%    | 0%     | 15%  | 6%       | 15%     | 23%   |  |

**Table 13B: Meeting Topic Interest by Income and Ethnicity**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                                                          | Total | Income     |             | Ethnicity |                   |        |        |                  |                             |     |     |     | Refused | Not Listed | All People of Color |
|------------------------------------------------------------------------------------------------|-------|------------|-------------|-----------|-------------------|--------|--------|------------------|-----------------------------|-----|-----|-----|---------|------------|---------------------|
|                                                                                                |       | Low-Income | High-Income | Whites    | African Americans | Asians | Latinx | American Indians | Hawaiians/Pacific Islanders |     |     |     |         |            |                     |
| Fare changes                                                                                   | 36%   | 51%        | 32%         | 26%       | 52%               | 49%    | 50%    | 37%              | 48%                         | 35% | 31% | 48% |         |            |                     |
| Service changes                                                                                | 58%   | 52%        | 61%         | 62%       | 57%               | 57%    | 51%    | 53%              | 42%                         | 57% | 57% | 55% |         |            |                     |
| Construction/Transit/Pedestrian projects                                                       | 40%   | 28%        | 44%         | 45%       | 33%               | 34%    | 36%    | 31%              | 35%                         | 41% | 42% | 35% |         |            |                     |
| Safety/Security (e.g., system safety and security, vehicles, stations, transit stops/shelters) | 49%   | 56%        | 48%         | 43%       | 54%               | 60%    | 55%    | 64%              | 63%                         | 51% | 45% | 58% |         |            |                     |
| Agency budget                                                                                  | 8%    | 6%         | 9%          | 7%        | 13%               | 8%     | 8%     | 17%              | 17%                         | 12% | 11% | 9%  |         |            |                     |
| Other                                                                                          | 13%   | 8%         | 14%         | 16%       | 13%               | 6%     | 5%     | 16%              | 3%                          | 22% | 32% | 8%  |         |            |                     |

**Table 14B: Meeting Topic Interest by Disability Status and Gender**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                                                          | Total | Disability Status |               | Gender |       |            |     | Prefer to Self-Describe | Refused |
|------------------------------------------------------------------------------------------------|-------|-------------------|---------------|--------|-------|------------|-----|-------------------------|---------|
|                                                                                                |       | Has a disability  | Does not have | Men    | Women | Non-Binary |     |                         |         |
| Fare changes                                                                                   | 36%   | 33%               | 36%           | 32%    | 39%   | 51%        | 30% | 38%                     |         |
| Service changes                                                                                | 58%   | 61%               | 59%           | 59%    | 59%   | 70%        | 58% | 56%                     |         |
| Construction/Transit/Pedestrian projects                                                       | 40%   | 37%               | 42%           | 46%    | 36%   | 58%        | 36% | 41%                     |         |
| Safety/Security (e.g., system safety and security, vehicles, stations, transit stops/shelters) | 49%   | 52%               | 49%           | 45%    | 54%   | 49%        | 45% | 56%                     |         |
| Agency budget                                                                                  | 8%    | 10%               | 8%            | 9%     | 7%    | 17%        | 12% | 15%                     |         |
| Other                                                                                          | 13%   | 16%               | 12%           | 12%    | 13%   | 11%        | 27% | 22%                     |         |

**Table 15B: Meeting Topic Interest by Age**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                                                          | Total | Age                |       |       |       |       |       |     |      |     |     |
|------------------------------------------------------------------------------------------------|-------|--------------------|-------|-------|-------|-------|-------|-----|------|-----|-----|
|                                                                                                |       | Under 18 Years Old | 18-29 | 30-39 | 40-49 | 50-64 | 65-74 | 75+ | 0-49 | 50+ | 65+ |
| Fare changes                                                                                   | 36%   | 53%                | 48%   | 39%   | 38%   | 39%   | 27%   | 23% | 41%  | 32% | 26% |
| Service changes                                                                                | 58%   | 53%                | 59%   | 58%   | 56%   | 60%   | 60%   | 62% | 57%  | 60% | 61% |
| Construction/Transit/Pedestrian projects                                                       | 40%   | 42%                | 47%   | 53%   | 45%   | 38%   | 31%   | 31% | 48%  | 35% | 31% |
| Safety/Security (e.g., system safety and security, vehicles, stations, transit stops/shelters) | 49%   | 37%                | 46%   | 47%   | 49%   | 52%   | 53%   | 47% | 47%  | 52% | 51% |
| Agency budget                                                                                  | 8%    | 10%                | 10%   | 13%   | 8%    | 8%    | 5%    | 6%  | 10%  | 7%  | 6%  |
| Other                                                                                          | 13%   | 10%                | 4%    | 9%    | 11%   | 15%   | 16%   | 18% | 9%   | 16% | 16% |

**Table 16B: Meeting Topic Interest by Race by Gender**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                                                                 | Total | Race by Gender |       |                          |       |                   |       |        |       |           |       |                     |       |
|-------------------------------------------------------------------------------------------------------|-------|----------------|-------|--------------------------|-------|-------------------|-------|--------|-------|-----------|-------|---------------------|-------|
|                                                                                                       |       | Whites         |       | Asians/Pacific Islanders |       | African Americans |       | Latinx |       | Hawaiians |       | All People of Color |       |
|                                                                                                       |       | Men            | Women | Men                      | Women | Men               | Women | Men    | Women | Men       | Women | Men                 | Women |
| <b>Fare changes</b>                                                                                   | 36%   | 24%            | 28%   | 46%                      | 51%   | 48%               | 55%   | 49%    | 50%   | 39%       | 53%   | 45%                 | 50%   |
| <b>Service changes</b>                                                                                | 58%   | 61%            | 63%   | 57%                      | 56%   | 59%               | 56%   | 50%    | 50%   | 43%       | 43%   | 56%                 | 55%   |
| <b>Construction/Transit/Pedestrian projects</b>                                                       | 40%   | 50%            | 40%   | 39%                      | 32%   | 43%               | 25%   | 37%    | 34%   | 36%       | 35%   | 40%                 | 31%   |
| <b>Safety/Security (e.g., system safety and security, vehicles, stations, transit stops/shelters)</b> | 49%   | 39%            | 48%   | 56%                      | 62%   | 56%               | 54%   | 53%    | 56%   | 57%       | 68%   | 55%                 | 60%   |
| <b>Agency budget</b>                                                                                  | 8%    | 8%             | 6%    | 8%                       | 8%    | 14%               | 13%   | 9%     | 6%    | 29%       | 10%   | 10%                 | 9%    |
| <b>Other</b>                                                                                          | 13%   | 14%            | 18%   | 6%                       | 7%    | 7%                | 17%   | 5%     | 5%    | 0%        | 5%    | 7%                  | 9%    |

**Table 17B: Factors to Encourage Meeting Attendance by English Proficiency and Native Language**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                                 | Total | LEP Status | Language |                     |                  |         |          |            |        |        |        |      |          |         |       |
|-----------------------------------------------------------------------|-------|------------|----------|---------------------|------------------|---------|----------|------------|--------|--------|--------|------|----------|---------|-------|
|                                                                       |       |            | Spanish  | Chinese - Cantonese | Chinese-Mandarin | Russian | Filipino | Vietnamese | Arabic | French | Korean | Thai | Japanese | English | Other |
| <b>Meeting location close to transit</b>                              | 42%   | 41%        | 45%      | 39%                 | 41%              | 44%     | 47%      | 27%        | 39%    | 38%    | 35%    | 40%  | 42%      | 44%     | 42%   |
| <b>Adequate parking</b>                                               | 15%   | 21%        | 18%      | 20%                 | 33%              | 10%     | 15%      | 17%        | 46%    | 8%     | 19%    | 10%  | 15%      | 14%     | 15%   |
| <b>Childcare</b>                                                      | 5%    | 10%        | 14%      | 8%                  | 13%              | 7%      | 11%      | 9%         | 11%    | 8%     | 4%     | 0%   | 6%       | 3%      | 6%    |
| <b>Food</b>                                                           | 13%   | 22%        | 15%      | 22%                 | 25%              | 18%     | 28%      | 36%        | 14%    | 4%     | 19%    | 15%  | 13%      | 11%     | 13%   |
| <b>Daytime weekday meetings (10am-5 pm)</b>                           | 18%   | 19%        | 15%      | 16%                 | 17%              | 18%     | 27%      | 26%        | 11%    | 8%     | 12%    | 10%  | 17%      | 19%     | 18%   |
| <b>Evening weekday meetings (after 5pm)</b>                           | 28%   | 14%        | 21%      | 11%                 | 12%              | 15%     | 19%      | 7%         | 39%    | 30%    | 23%    | 20%  | 8%       | 31%     | 27%   |
| <b>Weekend meetings (10 am-5 pm)</b>                                  | 16%   | 16%        | 16%      | 15%                 | 19%              | 6%      | 20%      | 21%        | 21%    | 14%    | 23%    | 20%  | 6%       | 16%     | 19%   |
| <b>Advance notice</b>                                                 | 48%   | 35%        | 33%      | 33%                 | 32%              | 22%     | 44%      | 48%        | 21%    | 24%    | 27%    | 30%  | 21%      | 52%     | 51%   |
| <b>Language assistance (e.g., interpreters, translated materials)</b> | 7%    | 32%        | 24%      | 30%                 | 41%              | 8%      | 13%      | 42%        | 11%    | 0%     | 23%    | 10%  | 27%      | 1%      | 7%    |
| <b>Accommodations for people with disabilities</b>                    | 5%    | 9%         | 13%      | 5%                  | 5%               | 3%      | 10%      | 15%        | 7%     | 2%     | 8%     | 0%   | 8%       | 4%      | 9%    |
| <b>Virtual/online (e.g., Zoom) or by phone</b>                        | 52%   | 34%        | 34%      | 37%                 | 43%              | 26%     | 43%      | 17%        | 64%    | 56%    | 46%    | 40%  | 52%      | 56%     | 52%   |
| <b>Other</b>                                                          | 8%    | 4%         | 2%       | 3%                  | 2%               | 1%      | 6%       | 2%         | 4%     | 12%    | 8%     | 20%  | 0%       | 9%      | 18%   |

**Table 18B: Factors to Encourage Meeting Attendance by Income and Ethnicity**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                                 | Total | Income     |             | Ethnicity |                   |        |        |                  |                             |         |            |                     |
|-----------------------------------------------------------------------|-------|------------|-------------|-----------|-------------------|--------|--------|------------------|-----------------------------|---------|------------|---------------------|
|                                                                       |       | Low-Income | High-Income | Whites    | African Americans | Asians | Latinx | American Indians | Hawaiians/Pacific Islanders | Refused | Not Listed | All People of Color |
| <b>Meeting location close to transit</b>                              | 42%   | 46%        | 42%         | 41%       | 46%               | 49%    | 45%    | 38%              | 41%                         | 43%     | 41%        | 46%                 |
| <b>Adequate parking</b>                                               | 15%   | 18%        | 14%         | 21%       | 18%               | 21%    | 25%    | 18%              | 15%                         | 20%     | 21%        | 18%                 |
| <b>Childcare</b>                                                      | 5%    | 10%        | 3%          | 7%        | 11%               | 2%     | 8%     | 4%               | 6%                          | 8%      | 7%         | 11%                 |
| <b>Food</b>                                                           | 13%   | 24%        | 11%         | 21%       | 17%               | 14%    | 24%    | 11%              | 19%                         | 20%     | 21%        | 17%                 |
| <b>Daytime weekday meetings (10am-5 pm)</b>                           | 18%   | 23%        | 17%         | 18%       | 17%               | 20%    | 10%    | 15%              | 24%                         | 19%     | 18%        | 17%                 |
| <b>Evening weekday meetings (after 5pm)</b>                           | 28%   | 16%        | 31%         | 20%       | 28%               | 31%    | 30%    | 25%              | 28%                         | 23%     | 20%        | 28%                 |
| <b>Weekend meetings (10 am-5 pm)</b>                                  | 16%   | 15%        | 16%         | 18%       | 19%               | 22%    | 23%    | 13%              | 16%                         | 18%     | 18%        | 19%                 |
| <b>Advance notice</b>                                                 | 48%   | 39%        | 50%         | 43%       | 41%               | 59%    | 38%    | 48%              | 48%                         | 43%     | 43%        | 41%                 |
| <b>Language assistance (e.g., interpreters, translated materials)</b> | 7%    | 22%        | 3%          | 18%       | 17%               | 3%     | 8%     | 3%               | 4%                          | 15%     | 18%        | 17%                 |
| <b>Accommodations for people with disabilities</b>                    | 5%    | 11%        | 4%          | 6%        | 10%               | 9%     | 13%    | 6%               | 11%                         | 7%      | 6%         | 10%                 |
| <b>Virtual/online (e.g., Zoom) or by phone</b>                        | 52%   | 35%        | 56%         | 50%       | 39%               | 46%    | 55%    | 55%              | 54%                         | 48%     | 50%        | 39%                 |
| <b>Other</b>                                                          | 8%    | 5%         | 9%          | 4%        | 2%                | 3%     | 1%     | 13%              | 15%                         | 4%      | 4%         | 2%                  |

**Table 19B: Factors to Encourage Meeting Attendance by Disability Status and Gender**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                          | Total | Disability Status | Gender        |     |       |            |     | Prefer to Self-Describe | Refused |
|----------------------------------------------------------------|-------|-------------------|---------------|-----|-------|------------|-----|-------------------------|---------|
|                                                                |       |                   | Does not have | Men | Women | Non-Binary |     |                         |         |
| Meeting location close to transit                              | 42%   | 46%               | 43%           | 43% | 44%   | 45%        | 36% | 40%                     |         |
| Adequate parking                                               | 15%   | 16%               | 14%           | 15% | 15%   | 7%         | 12% | 20%                     |         |
| Childcare                                                      | 5%    | 6%                | 5%            | 4%  | 6%    | 6%         | 6%  | 5%                      |         |
| Food                                                           | 13%   | 18%               | 13%           | 13% | 14%   | 27%        | 15% | 11%                     |         |
| Daytime weekday meetings (10am-5 pm)                           | 18%   | 26%               | 17%           | 18% | 20%   | 10%        | 6%  | 11%                     |         |
| Evening weekday meetings (after 5pm)                           | 28%   | 20%               | 30%           | 32% | 25%   | 43%        | 45% | 23%                     |         |
| Weekend meetings (10 am-5 pm)                                  | 16%   | 15%               | 16%           | 16% | 16%   | 23%        | 21% | 14%                     |         |
| Advance notice                                                 | 48%   | 43%               | 49%           | 47% | 47%   | 61%        | 70% | 50%                     |         |
| Language assistance (e.g., interpreters, translated materials) | 7%    | 7%                | 7%            | 5%  | 9%    | 9%         | 3%  | 4%                      |         |
| Accommodations for people with disabilities                    | 5%    | 20%               | 3%            | 4%  | 6%    | 20%        | 6%  | 7%                      |         |
| Virtual/online (e.g., Zoom) or by phone                        | 52%   | 40%               | 54%           | 49% | 53%   | 61%        | 64% | 57%                     |         |
| Other                                                          | 8%    | 8%                | 8%            | 8%  | 8%    | 9%         | 18% | 14%                     |         |

**Table 20B: Factors to Encourage Meeting Attendance by Age**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                                 | Total | Age                |       |       |       |       |       |     |      |     |     |
|-----------------------------------------------------------------------|-------|--------------------|-------|-------|-------|-------|-------|-----|------|-----|-----|
|                                                                       |       | Under 18 Years Old | 18-29 | 30-39 | 40-49 | 50-64 | 65-74 | 75+ | 0-49 | 50+ | 65+ |
| <b>Meeting location close to transit</b>                              | 42%   | 42%                | 38%   | 39%   | 37%   | 45%   | 51%   | 49% | 38%  | 47% | 50% |
| <b>Adequate parking</b>                                               | 15%   | 16%                | 17%   | 15%   | 14%   | 15%   | 15%   | 13% | 15%  | 15% | 15% |
| <b>Childcare</b>                                                      | 5%    | 8%                 | 9%    | 9%    | 10%   | 2%    | 2%    | 1%  | 9%   | 2%  | 1%  |
| <b>Food</b>                                                           | 13%   | 27%                | 26%   | 18%   | 14%   | 12%   | 10%   | 6%  | 19%  | 10% | 9%  |
| <b>Daytime weekday meetings (10am-5 pm)</b>                           | 18%   | 10%                | 6%    | 6%    | 9%    | 15%   | 36%   | 46% | 7%   | 27% | 39% |
| <b>Evening weekday meetings (after 5pm)</b>                           | 28%   | 27%                | 37%   | 41%   | 34%   | 30%   | 15%   | 10% | 37%  | 22% | 13% |
| <b>Weekend meetings (10 am-5 pm)</b>                                  | 16%   | 23%                | 17%   | 21%   | 17%   | 17%   | 12%   | 10% | 19%  | 14% | 11% |
| <b>Advance notice</b>                                                 | 48%   | 37%                | 41%   | 48%   | 45%   | 51%   | 51%   | 44% | 45%  | 50% | 48% |
| <b>Language assistance (e.g., interpreters, translated materials)</b> | 7%    | 6%                 | 5%    | 9%    | 9%    | 7%    | 6%    | 6%  | 8%   | 6%  | 6%  |
| <b>Accommodations for people with disabilities</b>                    | 5%    | 2%                 | 5%    | 5%    | 4%    | 5%    | 5%    | 8%  | 5%   | 6%  | 6%  |
| <b>Virtual/online (e.g., Zoom) or by phone</b>                        | 52%   | 55%                | 59%   | 63%   | 60%   | 51%   | 41%   | 33% | 61%  | 45% | 38% |
| <b>Other</b>                                                          | 8%    | 3%                 | 3%    | 5%    | 7%    | 8%    | 10%   | 12% | 5%   | 9%  | 10% |

**Table 21B: Preferred Way of Receiving Information at Meeting by English Proficiency and Native Language**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                           | Total | LEP Status | Language |                     |                  |         |          |            |        |        |        |      |          |         |       |
|-------------------------------------------------|-------|------------|----------|---------------------|------------------|---------|----------|------------|--------|--------|--------|------|----------|---------|-------|
|                                                 |       |            | Spanish  | Chinese - Cantonese | Chinese-Mandarin | Russian | Filipino | Vietnamese | Arabic | French | Korean | Thai | Japanese | English | Other |
| <b>Watch a presentation (e.g., PowerPoint)</b>  | 50%   | 49%        | 37%      | 58%                 | 54%              | 41%     | 48%      | 47%        | 43%    | 42%    | 54%    | 60%  | 46%      | 50%     | 45%   |
| <b>Read a handout</b>                           | 46%   | 44%        | 37%      | 44%                 | 37%              | 49%     | 52%      | 53%        | 57%    | 46%    | 38%    | 35%  | 50%      | 46%     | 40%   |
| <b>Listen to a project briefing</b>             | 37%   | 31%        | 32%      | 26%                 | 32%              | 17%     | 31%      | 44%        | 54%    | 36%    | 31%    | 20%  | 25%      | 39%     | 42%   |
| <b>View graphics (maps, project renderings)</b> | 60%   | 50%        | 50%      | 54%                 | 56%              | 42%     | 53%      | 48%        | 61%    | 54%    | 58%    | 50%  | 29%      | 62%     | 53%   |
| <b>Visit Information stations</b>               | 17%   | 26%        | 26%      | 23%                 | 28%              | 14%     | 32%      | 26%        | 32%    | 14%    | 12%    | 10%  | 15%      | 15%     | 18%   |
| <b>Other</b>                                    | 8%    | 5%         | 3%       | 3%                  | 2%               | 3%      | 6%       | 2%         | 0%     | 10%    | 8%     | 35%  | 4%       | 9%      | 16%   |

**Table 22B: Preferred Way of Receiving Information at Meeting by Income and Ethnicity**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                    | Total | Income     |             | Ethnicity |                   |        |        |                  |                             |     | Refused | Not Listed | All People of Color |
|------------------------------------------|-------|------------|-------------|-----------|-------------------|--------|--------|------------------|-----------------------------|-----|---------|------------|---------------------|
|                                          |       | Low-Income | High-Income | Whites    | African Americans | Asians | Latinx | American Indians | Hawaiians/Pacific Islanders |     |         |            |                     |
| Watch a presentation (e.g., PowerPoint)  | 50%   | 48%        | 51%         | 50%       | 52%               | 56%    | 43%    | 43%              | 44%                         | 41% | 46%     | 52%        |                     |
| Read a handout                           | 46%   | 45%        | 45%         | 44%       | 55%               | 48%    | 40%    | 51%              | 52%                         | 47% | 49%     | 47%        |                     |
| Listen to a project briefing             | 37%   | 34%        | 39%         | 41%       | 37%               | 32%    | 36%    | 38%              | 34%                         | 33% | 42%     | 34%        |                     |
| View graphics (maps, project renderings) | 60%   | 51%        | 63%         | 63%       | 48%               | 60%    | 56%    | 54%              | 55%                         | 52% | 63%     | 58%        |                     |
| Visit Information stations               | 17%   | 21%        | 16%         | 14%       | 22%               | 21%    | 23%    | 10%              | 15%                         | 14% | 12%     | 20%        |                     |
| Other                                    | 8%    | 7%         | 8%          | 9%        | 5%                | 5%     | 3%     | 9%               | 10%                         | 15% | 14%     | 6%         |                     |

**Table 23B: Preferred Way of Receiving Information at Meeting by Age**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                    | Total | Age                |       |       |       |       |       |     |      |     |     |
|------------------------------------------|-------|--------------------|-------|-------|-------|-------|-------|-----|------|-----|-----|
|                                          |       | Under 18 Years Old | 18-29 | 30-39 | 40-49 | 50-64 | 65-74 | 75+ | 0-49 | 50+ | 65+ |
| Watch a presentation (e.g., PowerPoint)  | 50%   | 52%                | 48%   | 51%   | 52%   | 52%   | 50%   | 42% | 51%  | 50% | 47% |
| Read a handout                           | 46%   | 39%                | 42%   | 41%   | 41%   | 45%   | 52%   | 53% | 41%  | 49% | 52% |
| Listen to a project briefing             | 37%   | 27%                | 30%   | 34%   | 36%   | 39%   | 41%   | 41% | 34%  | 40% | 41% |
| View graphics (maps, project renderings) | 60%   | 56%                | 72%   | 73%   | 65%   | 59%   | 51%   | 46% | 70%  | 54% | 49% |
| Visit Information stations               | 17%   | 10%                | 11%   | 19%   | 20%   | 18%   | 16%   | 14% | 17%  | 17% | 15% |
| Other                                    | 8%    | 6%                 | 4%    | 5%    | 7%    | 7%    | 9%    | 13% | 5%   | 9%  | 11% |

**Table 24B: Preferred Way of Sharing Feedback at Meeting by English Proficiency and Native Language**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                                                | Total | LEP Status | Language |                     |                  |         |          |            |        |        |        |      |          |         |       |
|----------------------------------------------------------------------|-------|------------|----------|---------------------|------------------|---------|----------|------------|--------|--------|--------|------|----------|---------|-------|
|                                                                      |       | .          | Spanish  | Chinese - Cantonese | Chinese-Mandarin | Russian | Filipino | Vietnamese | Arabic | French | Korean | Thai | Japanese | English | Other |
| <b>Submit a written comment during the meeting</b>                   | 49%   | 35%        | 40%      | 35%                 | 32%              | 47%     | 41%      | 36%        | 43%    | 54%    | 27%    | 40%  | 31%      | 52%     | 50%   |
| <b>Speak publicly during the meeting</b>                             | 28%   | 27%        | 30%      | 23%                 | 30%              | 18%     | 27%      | 28%        | 43%    | 16%    | 31%    | 30%  | 21%      | 29%     | 28%   |
| <b>Submit feedback through another person or organization</b>        | 10%   | 22%        | 18%      | 20%                 | 22%              | 28%     | 23%      | 21%        | 18%    | 14%    | 8%     | 15%  | 13%      | 8%      | 15%   |
| <b>Submit feedback after the meeting via email</b>                   | 56%   | 40%        | 41%      | 42%                 | 52%              | 24%     | 54%      | 22%        | 50%    | 44%    | 50%    | 25%  | 35%      | 61%     | 59%   |
| <b>Muni's website, project phone number, 311, social media, etc.</b> | 36%   | 33%        | 36%      | 35%                 | 32%              | 19%     | 43%      | 31%        | 46%    | 40%    | 58%    | 30%  | 23%      | 37%     | 37%   |
| <b>Other</b>                                                         | 5%    | 3%         | 1%       | 3%                  | 2%               | 1%      | 1%       | 2%         | 4%     | 12%    | 8%     | 10%  | 8%       | 6%      | 12%   |

**Table 25B: Social Media Use by English Proficiency and Native Language**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Social Media Platform                  | Total | LEP Status | Language |                     |                  |         |          |            |        |        |        |      |          |         |       |
|----------------------------------------|-------|------------|----------|---------------------|------------------|---------|----------|------------|--------|--------|--------|------|----------|---------|-------|
|                                        |       |            | Spanish  | Chinese - Cantonese | Chinese-Mandarin | Russian | Filipino | Vietnamese | Arabic | French | Korean | Thai | Japanese | English | Other |
| <b>Social Media</b>                    | 72%   | 73%        | 81%      | 79%                 | 87%              | 58%     | 79%      | 49%        | 93%    | 82%    | 62%    | 75%  | 63%      | 71%     | 70%   |
| <b>Facebook</b>                        | 40%   | 41%        | 52%      | 33%                 | 36%              | 44%     | 62%      | 42%        | 57%    | 46%    | 35%    | 45%  | 38%      | 40%     | 44%   |
| <b>Twitter</b>                         | 23%   | 8%         | 11%      | 8%                  | 10%              | 5%      | 18%      | 2%         | 18%    | 32%    | 15%    | 10%  | 21%      | 27%     | 26%   |
| <b>Instagram</b>                       | 34%   | 17%        | 34%      | 14%                 | 19%              | 20%     | 38%      | 4%         | 29%    | 28%    | 31%    | 30%  | 27%      | 37%     | 36%   |
| <b>TikTok</b>                          | 9%    | 10%        | 24%      | 5%                  | 12%              | 2%      | 14%      | 4%         | 18%    | 4%     | 4%     | 35%  | 13%      | 8%      | 9%    |
| <b>WeChat</b>                          | 8%    | 33%        | 0%       | 54%                 | 70%              | 0%      | 1%       | 11%        | 4%     | 2%     | 4%     | 5%   | 2%       | 2%      | 4%    |
| <b>LinkedIn</b>                        | 17%   | 6%         | 7%       | 5%                  | 10%              | 7%      | 12%      | 1%         | 32%    | 44%    | 23%    | 20%  | 13%      | 19%     | 21%   |
| <b>I do not use social media/Other</b> | 32%   | 29%        | 21%      | 24%                 | 15%              | 44%     | 24%      | 53%        | 11%    | 26%    | 42%    | 25%  | 40%      | 33%     | 36%   |
| <b>I do not use social media</b>       | 27%   | 25%        | 17%      | 20%                 | 12%              | 42%     | 22%      | 51%        | 0%     | 20%    | 38%    | 25%  | 29%      | 28%     | 29%   |
| <b>Other</b>                           | 5%    | 4%         | 4%       | 4%                  | 3%               | 3%      | 3%       | 2%         | 11%    | 8%     | 4%     | 0%   | 10%      | 6%      | 10%   |

**Table 26B: Social Media Use by Income and Ethnicity**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information            | Total | Income     |             | Ethnicity |                   |        |        |                  |                             |     | Refused | Not Listed | All People of Color |
|----------------------------------|-------|------------|-------------|-----------|-------------------|--------|--------|------------------|-----------------------------|-----|---------|------------|---------------------|
|                                  |       | Low-Income | High-Income | Whites    | African Americans | Asians | Latinx | American Indians | Hawaiians/Pacific Islanders |     |         |            |                     |
| Social Media                     | 72%   | 73%        | 72%         | 71%       | 77%               | 76%    | 82%    | 63%              | 76%                         | 57% | 64%     | 76%        |                     |
| Facebook                         | 40%   | 44%        | 40%         | 38%       | 52%               | 43%    | 50%    | 48%              | 49%                         | 31% | 37%     | 45%        |                     |
| Twitter                          | 23%   | 15%        | 25%         | 26%       | 27%               | 18%    | 17%    | 33%              | 21%                         | 23% | 25%     | 20%        |                     |
| Instagram                        | 34%   | 25%        | 36%         | 35%       | 35%               | 31%    | 43%    | 30%              | 39%                         | 24% | 29%     | 34%        |                     |
| TikTok                           | 9%    | 12%        | 8%          | 7%        | 16%               | 8%     | 22%    | 11%              | 14%                         | 6%  | 7%      | 12%        |                     |
| WeChat                           | 8%    | 21%        | 4%          | 1%        | 2%                | 25%    | 0%     | 1%               | 3%                          | 3%  | 2%      | 17%        |                     |
| LinkedIn                         | 17%   | 7%         | 20%         | 20%       | 17%               | 14%    | 11%    | 18%              | 18%                         | 17% | 17%     | 14%        |                     |
| I do not use social media/Ot her | 32%   | 31%        | 32%         | 33%       | 25%               | 27%    | 20%    | 40%              | 28%                         | 46% | 45%     | 27%        |                     |
| I do not use social media        | 27%   | 25%        | 27%         | 28%       | 21%               | 22%    | 16%    | 36%              | 23%                         | 41% | 31%     | 22%        |                     |
| Other                            | 5%    | 6%         | 6%          | 6%        | 4%                | 5%     | 4%     | 7%               | 6%                          | 6%  | 16%     | 5%         |                     |

**Table 27B: Social Media Use by Age**

Source: SFMTA Public Participation and Community Language Access Survey, 2022.

| Source of Information                  | Total | Age                |       |       |       |       |       |     |      |     |     |
|----------------------------------------|-------|--------------------|-------|-------|-------|-------|-------|-----|------|-----|-----|
|                                        |       | Under 18 Years Old | 18-29 | 30-39 | 40-49 | 50-64 | 65-74 | 75+ | 0-49 | 50+ | 65+ |
| <b>Social Media</b>                    | 72%   | 76%                | 92%   | 88%   | 84%   | 74%   | 55%   | 39% | 87%  | 62% | 50% |
| Facebook                               | 40%   | 13%                | 30%   | 40%   | 47%   | 47%   | 39%   | 29% | 40%  | 42% | 36% |
| Twitter                                | 23%   | 23%                | 36%   | 34%   | 30%   | 23%   | 13%   | 6%  | 33%  | 17% | 11% |
| Instagram                              | 34%   | 50%                | 63%   | 54%   | 42%   | 31%   | 15%   | 7%  | 51%  | 22% | 12% |
| TikTok                                 | 9%    | 32%                | 25%   | 15%   | 10%   | 7%    | 2%    | 1%  | 16%  | 4%  | 2%  |
| WeChat                                 | 8%    | 6%                 | 5%    | 10%   | 11%   | 8%    | 6%    | 5%  | 9%   | 7%  | 6%  |
| LinkedIn                               | 17%   | 0%                 | 17%   | 22%   | 21%   | 22%   | 11%   | 6%  | 20%  | 16% | 9%  |
| <b>I do not use social media/Other</b> | 32%   | 24%                | 13%   | 14%   | 19%   | 29%   | 50%   | 65% | 16%  | 42% | 55% |
| <b>I do not use social media</b>       | 27%   | 23%                | 8%    | 11%   | 15%   | 25%   | 44%   | 57% | 12%  | 36% | 48% |
| <b>Other</b>                           | 5%    | 2%                 | 5%    | 4%    | 4%    | 5%    | 7%    | 10% | 4%   | 6%  | 8%  |

## Appendix C: 2022 Community Conversations Summary

Appendix C Table 1 C lists the organizations that participated in the SFMTA Community Conversations and the communities they represent. The SFMTA met with a total of eight organizations to inform the Public Participation Plan. There are two columns that are dedicated to specific feedback voiced by each organization, including the key concerns of the communities they serve and recommended methods of outreach.

| Organization             | Communities Served                                                      | Key Issues                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Recommended Methods of Outreach                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The Arc of San Francisco | People with intellectual and developmental disabilities/ neurodivergent | <ul style="list-style-type: none"> <li>- Interactive and educational tools for navigating public transportation</li> <li>- Safety</li> <li>- Accessibility/disruptions to accessibility</li> <li>- Notifications about renewing disability passes</li> <li>- Circulating upcoming community meetings and input opportunities to community members</li> <li>- Inclusive and comprehensive SFMTA outreach to diverse list of organizations</li> <li>- Service, route, and intersection changes and stoppages</li> <li>- 47 bus route restoration</li> <li>- Updates on the Presidio Yard project</li> </ul> | <ul style="list-style-type: none"> <li>- Email, phone call, and text blasts</li> <li>- Posting signage in high traffic areas (e.g., bus stops, schools, libraries, churches, laundromats), especially pertaining to upcoming community meetings and input opportunities</li> <li>- Direct engagement with the Arc of San Francisco and other organizations</li> <li>- Electronic surveys</li> <li>- Social media and online platforms e.g., Facebook, Twitter, The Hub (organization's internal communication channel)</li> <li>- Hybrid engagement e.g., in-person and digital</li> </ul>                                                                                                                                              |
| Excelsior Action Group   | Excelsior residents and businesses                                      | <ul style="list-style-type: none"> <li>- Inclusive and comprehensive SFMTA outreach to diverse list of organizations</li> <li>- Multilingual outreach and materials</li> <li>- Longer periods of engagement and opportunities for input</li> <li>- Circulating upcoming community meetings and input opportunities to community members</li> <li>- Updates on Mission Street and Geneva Projects</li> </ul>                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>- Posting and distributing printed materials in high foot traffic areas e.g., bus stops, schools, libraries, churches, laundromats</li> <li>- Direct engagement with Excelsior Action Group and other organizations e.g., attending standing meetings</li> <li>- Posting SFMTA information and updates in highly circulated CBO and neighborhood newsletters e.g., District 11 Council newsletter</li> <li>- Advertisements in local newspapers and media outlets e.g., Sing Tao</li> <li>- Electronic and paper surveys; Helpful if surveys are mailed directly to residents</li> <li>- Hybrid engagement e.g., in-person and digital</li> <li>- Multilingual outreach and materials</li> </ul> |

|                                                |                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------------------------------------|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LightHouse for the Blind and Visually Impaired | Disability or visually impaired                      | <ul style="list-style-type: none"> <li>- Service, route, and intersection changes and stoppages</li> <li>- Accessibility/disruptions to accessibility</li> <li>- Mobility</li> <li>- Connectivity of public transportation</li> <li>- Circulating upcoming community meetings and input opportunities to community members</li> <li>- Providing materials and collateral for community meetings in advance; PowerPoints are not helpful</li> <li>- Notice of which in-person community events the SFMTA is attending</li> <li>- Clear communication of where bus stops located; Signage is not helpful for the visually impaired community</li> <li>- Allowing for visually impaired riders to enter the bus using the front door; Entering through the front door was not permitted throughout COVID</li> <li>- Inclusive and comprehensive SFMTA outreach to diverse list of organizations</li> </ul> | <ul style="list-style-type: none"> <li>- Email and text blasts</li> <li>- Distributing electronic, multiple-choice surveys</li> <li>- Direct engagement with LightHouse and other smaller, grassroots organizations</li> <li>- Virtual community meetings</li> <li>- Social media and online platforms e.g., Twitter (most accessible)</li> <li>- Hybrid engagement e.g., in-person and digital</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                             |
| OMI Neighbors in Action                        | Oceanview, Merced Triangle, Ingleside, OMI residents | <ul style="list-style-type: none"> <li>- Circulating upcoming community meetings and input opportunities to community members</li> <li>- Multilingual outreach and materials</li> <li>- Neighborhood zoning</li> <li>- Accessible street parking</li> <li>- Nighttime SFMTA services</li> <li>- Updates on the M-line</li> <li>- Cleanliness of buses and bus stops</li> <li>- Accessible maps</li> <li>- Targeted merchant outreach and engagement</li> <li>- Inclusive and comprehensive SFMTA outreach to diverse list of organizations</li> </ul>                                                                                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>- Posting SFMTA information and updates in highly circulated CBO and neighborhood newsletters</li> <li>- Posting on social media and online neighborhood platforms e.g., Twitter, Instagram, Facebook, NextDoor</li> <li>- Posting and distributing printed materials in high foot traffic areas e.g., bus stops, schools, libraries, churches, laundromats</li> <li>- Email and text blasts</li> <li>- Distributing electronic surveys</li> <li>- Advertisements in local newspapers and media outlets e.g., Ingleside Light, City College newspaper</li> <li>- Direct engagement with the OMI Neighbors in Action and other organizations</li> <li>- Door-to-door outreach</li> <li>- Multilingual outreach and materials</li> <li>- Hybrid engagement e.g., in-person and digital</li> </ul> |
| Samoan Community                               | Samoan Community                                     | <ul style="list-style-type: none"> <li>- Workforce development and job opportunities</li> <li>- Multilingual outreach and materials</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>- Multilingual outreach and materials</li> <li>- Social media and online platforms e.g., Twitter, Instagram, Facebook, TikTok</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

|                    |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Development Center |                 | <ul style="list-style-type: none"> <li>- Targeted outreach and engagement to youth and seniors</li> <li>- Circulating upcoming community meetings and input opportunities to community members</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>- Posting and distributing printed materials in high foot traffic areas e.g., bus stops, schools, libraries, churches, laundromats</li> <li>- Direct engagement with the Samoan Community Development Center and other organizations</li> <li>- Incentives for community participation and engagement e.g., food, gift cards, Clipper Cards, stipends</li> <li>- Hybrid engagement e.g., in-person and digital</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| SF LGBT Center     | SFLGBTQ+ people | <ul style="list-style-type: none"> <li>-Desire to increase evening bus service in Oceanview, Lake View, and Potrero Hill neighborhoods to address low-income riders' safety, rideshare not affordable but might be the only option after 9pm</li> <li>-Accessibility/ADA concerns, like ramps/elevators when not working, poor communication or interim service when this happens</li> <li>-Monolingual speakers (Asian/Russian/Slavic languages) aren't able to find signage or announcements in their languages</li> <li>-Unhoused folks with emotional support animals that aren't certified and can't travel with them or leave them unattended</li> <li>-Sexual harassment on transit—SFMTA's response and list of onboard resources/driver trainings on how to deal with this unclear</li> <li>-Heavily utilized by LGBT clients to get to jobs</li> <li>-Change to only using Clipper cards has presented barriers to those who can't afford the card cost or don't have regular phone access</li> <br/> <li>For more meeting participation:</li> <li>-Offer food and incentives: Gift cards, pre-paid transit cards, solar powered phone chargers, and giveaways</li> <li>-Explain how feedback will be used</li> <li>-Onboard feedback boxes or ways for customers to give feedback on transit in real time instead of going to a meeting</li> <li>-Collaborate with CBOs like food banks to survey customers where they already are, give incentive</li> </ul> | <ul style="list-style-type: none"> <li>- Texts are hard due to lack of charging spaces</li> <li>-Text sign-ups for ADA purposes would be great to reduce the burden of customers needing to seek info about broken elevators/targeted texts where customers sign up only one time for the updates relevant to them</li> <li>-Printed materials with some translated text beyond just Spanish/Chinese, including in the (transit?) booths/ resource stations</li> <li>-Multiple channels (making customers feel like their emails are clearly reviewed by actual staff, more humanizing, not just to generic inbox, QR codes that can direct customers to the reporting form, being able to speak in person to file harassment complaints)</li> <li>-Make the file size smaller of downloadable files like timetables due to more use of mobile by LGBT youth</li> <li>-Make more direct links on websites/apps that reduce the number of pages to click through to</li> <li>-Schedule changes on social media to reach youth, like Instagram or Facebook</li> <li>-Building on working with Google Maps to keep reporting schedule changes/disruptions in real time for all routes to help customers avoid getting stranded or waiting a long time for rerouted lines, etc., not require customers to need to download another app</li> <li>-Provide ability to opt into email and/or text alerts re: re-routing/disruption short notice events</li> </ul> |

|                                                        |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                        |                          | <p>to CBOs to help with this effort with a longer on-ramp to plan for the collaboration</p>                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| SFMTA Small Business Working Group                     | Merchants and businesses | <ul style="list-style-type: none"> <li>- Multilingual outreach and materials</li> <li>- Ensuring SFMTA information is accessible to those with or without the use of technology e.g., digital, and in-person engagement</li> <li>- Circulating upcoming community meetings and input opportunities to community members</li> <li>- Inclusive and comprehensive SFMTA outreach to diverse list of organizations</li> <li>- Targeted merchant outreach and engagement</li> </ul> | <ul style="list-style-type: none"> <li>- Email-blasts e.g., the SFMTA's listserv</li> <li>- Social media and online platforms e.g., WeChat, Instagram, Jotform</li> <li>- Advertisements in local newspapers and media outlets e.g., Richmond Review, SF Standard, San Francisco Bayview, Potrero View,</li> <li>- Direct engagement with the Small Business Working Group and other organizations</li> <li>- Posting SFMTA information and updates in highly circulated CBO and neighborhood newsletters</li> <li>- Posting and distributing printed materials in high foot traffic areas e.g., bus stops, schools, libraries, churches, laundromats</li> <li>- Hybrid engagement e.g., in-person and digital</li> <li>- Multilingual outreach and materials</li> </ul> |
| Tenderloin Boys and Girls Club<br>Tenderloin Clubhouse | Underserved Youth        | <ul style="list-style-type: none"> <li>- All participants did not know that SFMTA has community meetings/ workshops</li> <li>- Better signage to indicate stops</li> <li>- Electronic, social media, or notifications of other transit alternatives when trains or buses break down or change routes.</li> <li>- Route and time changes</li> <li>- More consistent timing related to school schedules</li> </ul>                                                               | <ul style="list-style-type: none"> <li>- Social media e.g., Instagram</li> <li>- Flyers at bus stops</li> <li>- Through the school via announcements or in school bulletins or school newspapers</li> <li>- Gamification</li> <li>- Automated text message alerts</li> <li>- Small group discussions here at the clubhouse with their director present</li> <li>- Food being present was a little helpful</li> <li>- Have meetings on weekends (noon/lunchtime with food)</li> <li>- Online virtual (advertised through Instagram)</li> <li>- Provide an option to provide feedback via a poll</li> </ul>                                                                                                                                                                |



## Appendix E: Summary of Major Public Participation

## **APPENDIX E: Public Participation Summary for Reporting Period 2019-2022**

Below are examples of public participation activities that occurred during the reporting period of the 2022 Title VI Program Update (approximately fall 2019-fall 2022), noting that COVID-19-related efforts, beginning in March 2020, were a primary focus.

### **The L Taraval Improvement Project**

The L Taraval Improvement project is a multi-agency collaboration with the SFMTA, the San Francisco Public Utilities Commission and the Department of Public Works, to upgrade aging rail infrastructure, replace deteriorating water and sewer lines, and improve transit performance and safety along the L Taraval Line. The project was split into two segments, A and B to lessen construction impacts to the community. Segment A was completed in 2021, on time and on budget. Segment B started in January 2022 with completion expected in fall 2024.

Outreach started prior to implementation of the L Taraval Rapid Project. Community feedback has shaped the project from design to active construction. Pre-construction and construction outreach notification for Segment B began in October 2021. Outreach during construction continues and evolves with community input and applied lessons learned.

#### **Highlights of outreach for preconstruction and ongoing construction updates:**

The start of construction and other project updates have been announced to impacted community stakeholders via multiple platforms. All general printed notifications include translation into multiple languages: English, Chinese, Filipino and Spanish. For in-person meetings, interpreters are available. Outreach included:

- Project mailer and postcards sent to 14,000 addresses in project area
- Ads in local papers announcing start of construction
  - SFNNA – Sunset Beacon - English
  - Sing Tao - Chinese
  - SFNNA - El Tecolote – Spanish
  - Wind - Chinese
- Open houses and community meetings
- Project briefs to SFMTA Board, Board of Supervisors (Districts 4 and 7), Mayor's Office of Neighborhood Services (MONS), Senior disability In Action (SDA), Multimodal Accessibility Advisory Committee (MAAC), community organizations and merchant associations
- Social media, email and text project updates
- Project webpage updates and blogs
- One-on-one meetings with small groups and stakeholders by request
- Leafleting the neighborhoods door-to-door
- Office of Economic and Workforce Development (OEWD) outreach

#### **Project modification due to community feedback**

Extensive community engagement has influenced the L Taraval project from planning to active construction of both Segments A and B.

Lessons learned from Segment A laid the foundation for how to best address community concerns and proactively communicate construction activities, both planned and unplanned. Project updates for Segment B are provided bi-weekly and unscheduled impacts are communicated through outreach at the onset of the announcement. The community has expressed and prioritized concerns surrounding driveway access, conflicts with Shared Space parklets, pedestrian accessibility and safety, parking for local businesses, marketing for local businesses, street cleaning, and bus substitutions while L Taraval rail service is temporarily paused.

L Taraval project construction has impacted the community in a variety of ways and includes merchants, residents and surrounding public spaces. Community partnerships are vital to the successful completion of the project. The needs and concerns of the community are heard and incorporated into the project's execution wherever possible. The community is regularly notified of construction activities to ensure that those most impacted know what is going on in their community.

Community feedback has resulted in numerous project modifications and prompted the project team to pivot in order to minimize construction impacts and better support our community partners. The following are some examples:

#### **Residential - Staging area 28<sup>th</sup> Ave between Quintara and Ortega streets**

The contractor proposed a temporary staging location to receive, store and assemble new rails to be installed, located in a residential area and adjacent to a community open space. SFMTA leafleted the area to inform residents of the impending construction materials. The community response was negative, citing impacts to the quality of life for the area. SFMTA did additional outreach with each phase of announcements, met with the District Supervisor and met with the community in the field. Personal engagement with the community to hear feedback and let the community know that SFMTA listened and wanted to minimize impacts to the community. The final decision was made to identify an alternative location. Primary impacts were to approximately 75 residential properties, indirect impacts to approximately 125 residential properties. All communications were done in English and Chinese to reach all members of the community.

#### **Business - Construction during the holiday season**

During the holiday moratorium, from November 24 – January 1, construction is allowed to continue in areas that do not meet the definition of a commercial zone. The business at the corner of 15<sup>th</sup> Avenue and Taraval Street is one block from the commercial corridor. The business has been in business for over 60 years and provides holiday meats to the community. To meet the demand, a refrigerated trailer is brought in to store goods. The business owner shared that the construction would negatively impact them during their busiest season and needed to have the space to park their trailer. SFMTA evaluated the construction schedule and determined that the work in the area could be rescheduled to after the holidays. SFMTA also worked with area construction projects, Department of Public Works (DPW), SFPUC and PG&E to alter construction in the area to accommodate the trailer.

#### **Geary Bus Rapid Transit Project:**

The Geary Bus Rapid Transit Project is a major transit and safety project bringing improvements to the Geary corridor between 34<sup>th</sup> Avenue and Downtown. The first phase, called the Geary Rapid Project, reached substantial completion in Fall of 2021 on time and on budget. The second phase, called the Geary Boulevard Improvement Project completed two rounds of design phase outreach in Fall 2021 and Spring 2022 and is

preparing for project approvals in late 2022 and early 2023.

### **Geary Rapid Project Construction Outreach Highlights**

- Weekly construction forecasts sent via email, text, and online
- Maintained updated project webpage at SFMTA.com/Geary to inform the public about project
- Dedicated 24/7 project hotline and email
- A newsletter with project updates and other information was sent on a quarterly basis to project email subscribers and mailed to 18,000 project neighbors twice annually.
- Office of Economic and Workforce Development services to support small businesses
- Custom corridor signage for affected businesses during construction
- Marketing component for business districts affected (Japantown, Fillmore, Tenderloin, Union Square) directed by merchant groups for services such as developing/printing business directories, placing advertisements on Muni buses, and running social media campaigns.
- Ribbon-cutting ceremony held in partnership with community organizations
- Project updates shared at quarterly meeting of the Geary Community Advisory Committee

### **Geary Boulevard Improvement Project Design Phase Outreach Highlights**

Two rounds of outreach were held in to seek feedback as a part of developing the detailed design for the project. The goals of the two rounds of outreach are summary in the below table.

| Design Phase Outreach Goals               |                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Outreach Round 1<br/>(Fall 2021)</b>   | <ul style="list-style-type: none"><li>• Input on project priorities</li><li>• Feedback on bus stop changes, transit lanes, parking, loading and safety issues</li><li>• Level of support for change from center-running to side-running transit lanes</li></ul>                                             |
| <b>Outreach Round 2<br/>(Spring 2022)</b> | <ul style="list-style-type: none"><li>• Specific input on draft detailed block-by-block design</li><li>• Level of support for evening/Sunday metering and parallel-to-angled parking conversion on some side-streets</li><li>• Feedback used to update and finalize draft detailed project design</li></ul> |

**Outreach Round 1 Activities** included an [interactive website](#), stakeholder meetings, pop-up events at bus stops, a mailer to corridor residents and businesses, and posters along the corridor. Feedback was collected via a multi-lingual survey completed by 592 respondents that was available online via the interactive website and in paper format at pop-up outreach events and in food packages for seniors. We also collected feedback received via email, phone, and direct feedback at meetings with merchants and other stakeholder groups.

**Outreach Round 2 Activities.** The SFMTA made block-by-block project drawings illustrating project proposals available [online](#) and in large paper format at several events. All materials were available in English, Chinese and Russian. The draft design and opportunity to share feedback were publicized via posters at every intersection, emails to subscribers and local business and community organizations, geo-targeted social media and newspaper advertisements, and mailers to all residents and businesses within two blocks of the Geary corridor. Outreach events included pop-up outreach at the inbound Geary/20<sup>th</sup>

Avenue bus stop, virtual office hours, a corridor walk with District 1 Supervisor Connie Chan and SFMTA Director Jeff Tumlin, a presentation to the SFCTA Board and SFMTA CAC, as well as door-to-door outreach to merchants throughout the project limits. Feedback was collected via a survey that was available online as well as a self-guided in-person open house hosted at the One Richmond community office. A total of 954 surveys were completed. The project team also met community stakeholders in person to listen to and address their concerns by request and sought feedback at quarterly meetings of the Geary Community Advisory Committee.

More information about key feedback heard was published in [Round 1](#) and [Round 2](#) Outreach Summary documents posted online.

## **Central Subway Service Changes**

The Central Subway Project, including the T Third Street Line Fourth/Stockton alignment and the four new stations, has been in construction for several years. Throughout the Project, the SFMTA has employed an extensive multilingual campaign to engage stakeholders and solicit feedback. Multiple elements of the Project have been informed and influenced by community feedback as part of the environmental review phase, as well as during the design and construction phases.

Community outreach and participation occurred as part of the Project's public scoping, locally preferred alternatives development, and environmental analysis. Volume I of the Central Subway Final Supplemental Environmental Impact Statement / Supplemental Environmental Impact Report (Final Central Subway SEIS/SEIR) includes a summary of public comments received during the 2005 Project scoping process, a list of over 100 community outreach presentations and briefings that were held, and an overall summary of the stakeholder engagement. Volume II of this document contains all public comments received on the Draft Supplemental Environmental Impact Statement/Supplemental Environmental Impact Report (Draft SEIS/SEIR) prepared for the Project and the responses to those comments.

The following excerpt from Volume I of the Final Central Subway SEIS/SEIR describes the overall community engagement process:

*As noted in Section 4.2.5 and Chapter 11.0, an extensive community participation effort was undertaken to provide information to the public and solicit input during the development of the Project alternatives. This effort will continue through the Project implementation phase. Not only have over 100 presentations been made to neighborhood groups, community and business organizations, and individual stakeholders, but printed materials have been made available in Chinese and Spanish as well as English. The Central Subway telephone information line provides responses in English, Chinese, and Spanish.*

*Community meetings have been held in each of the neighborhood areas surrounding proposed stations and Project alternatives have been refined based on community input to ensure that community concerns are addressed. The breadth and depth of community outreach has ensured equal access to the process regardless of income level or ethnicity to ensure the Project is consistent with Environmental Justice objectives.*

Once the environmental review documents were completed and approved, public outreach focused on

design, early construction, utility relocation, construction impacts, and important Project milestones. Communications channels have included: multilingual public information materials, such as fliers, postcards, signage, brochures and newsletters; blast emails; a dedicated bilingual public information officer assigned to the Project; virtual and in-person community meetings with merchants and residents with simultaneous interpretation; engagement with community-based organizations; and, as needed bilingual street ambassadors deployed along the Project alignment to help disseminate critical Project information. The SFMTA also utilized multilingual media, both print and broadcast, to keep the community and other stakeholders informed of important Project milestones and construction impacts.

In addition, one of the key elements of the ongoing community engagement effort throughout the implementation of the Project has been the consistent meetings with the Central Subway Community Advisory Group (CAG). The SFMTA established a CAG for the Project early in the planning process to gather input on the identification and selection of design options for the Third Street Light Rail Project and to help select the options to carry forward for environmental review. The CAG consists of representatives from neighborhoods along the entire Third Street Light Rail Project alignment: Visitation Valley, Bayview/Hunters Point, Mission Bay/Potrero Hill, South of Market, Downtown, Union Square and Chinatown. The diverse membership brings to the table citywide, neighborhood, environmental, transportation, commuter, historical and planning interests. As the Project has progressed, the CAG has continued to provide opportunities to engage with the local community, and to receive input and feedback at key milestones.

## **COVID-19 Related Outreach**

### **COVID-19 General Outreach**

As a general overview, throughout the COVID-19 pandemic, beginning in March 2020, the SFMTA's customer outreach campaign included the following: the SFMTA coordinated with the city's Joint Information System and the agency's Department Operation Center throughout the emergency, partnering in issuing multilingual updates to the public; created and maintained a multi-lingual COVID-19 webpage to assist customers with service and policy change updates; created comprehensive data dashboards; launched multiple campaigns, including multilingual onboard signs, vehicle and subway announcements and decals, which used icons in order to ensure accessibility regardless of primary language spoken; deployed staff ambassadors, with bilingual skills where possible, to support COVID-19 required face coverings based on the federal mask mandate, as well as social distancing; and published more than 100 blog posts on COVID-19 and pandemic-related initiatives and service changes.

### **COVID-19 Service Changes:**

On February 25, 2020, Mayor London Breed issued a Proclamation Declaring the Existence of a Local Emergency (COVID-19 State of Emergency), finding that the COVID-19 pandemic posed a threat to the lives, property and welfare of the City and County and its residents.

On March 16, 2020, San Francisco's Health Officer issued a Public Health Order in response to the COVID-19 State of Emergency, requiring that residents shelter in place, with the only exception being for essential needs and trips. Shortly thereafter, the SFMTA began implementing changes to its transit service.

The SFMTA has restructured Muni service to respond to the COVID-19 State of Emergency to account for the following significant constraints on resources:

- Vehicle Capacity: Physical distancing requirements translate to Muni buses only carrying one-third of the usual passenger load from pre-COVID-19 levels. This means that it now takes about three buses to move the same number of people as one bus did prior to the pandemic.
- Vehicle Availability: The SFMTA's practice during the pandemic has been to return vehicles at the end of each operator's shift for sanitization, which is more frequent than the industry standard of cleaning vehicles at the end of the day and results in fewer vehicles begin available for service.
- Staff Availability: Due to a 15% vacancy rate pre-pandemic across the agency and very limited hiring over the past year, the SFMTA has vacancies in many service critical positions from mechanics to supervisors.

Considering these constraints, the SFMTA prioritized providing and restoring transit service along routes that more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; routes where crowding data shows that higher frequencies would allow for greater physical distancing; routes that provide service to critical services such as hospitals and grocery stores; and routes that have enabled the agency to provide coverage to as much of San Francisco as possible. When resources have allowed, the SFMTA has also worked to restore service along previously suspended routes in response to feedback received from customers and transit operators.

With regard to outreach and public engagement, pursuant to Title VI of the Civil Rights Act of 1964 and its implementing regulations, as well as state and local laws, the SFMTA takes responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of SFMTA's programs and activities for individuals regardless of race, color or national origin. Given the diversity of San Francisco and of Muni's ridership, the SFMTA is particularly committed to disseminating information that is accessible to individuals who may have a limited ability to read, write or speak English.

While some service changes implemented during the pandemic had been envisioned prior to COVID-19 and included more in-depth customer engagement prior to the pandemic (22 Fillmore and 55 Dogpatch), due to the nature of needing to respond to significant resource constraints in a short timeframe, some of the service changes due to the COVID-19 State of Emergency, particularly at the beginning of the pandemic, were implemented quickly. Given the rapidly changing environment, the SFMTA employed a range of communication methods to provide accessible, updated customer information to the extent possible. The outreach strategies included:

- Deploying on-site Ambassadors, including individuals with bilingual skills, at targeted locations on an ongoing basis and throughout the system when service was being adjusted;
- Establishing a dedicated, multilingual information page at [sfmta.com/covid-19](http://sfmta.com/covid-19), which centralized the agency's COVID-19 information, including up-to-date information on the routes in service;
- Posting multilingual signage at transit stops;
- Providing multilingual announcements on Muni vehicles;
- Distributing multilingual informational fliers and handouts at more than one hundred community-based organizations, at pop-ups in parks and public gathering spaces in neighborhoods identified by the Muni Service Equity Strategy across the city and via neighborhood canvassing efforts;
- Providing briefings to stakeholders, including attending community meetings;
- Issuing blog posts and social media posts; and,
- Engaging in traditional media outreach through press releases, newspaper ads and radio and television public service announcements, including neighborhood papers and on radio in Spanish and Chinese.

As resources allowed, transit service was restored by prioritizing providing and restoring service along

routes that more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; where crowding data showed the higher frequencies would allow for greater physical distancing; that provide service to critical services such as hospitals and grocery stores; and that have enabled the agency to provide coverage to as much of San Francisco as possible; and critical feedback received from customers, operators, and other important stakeholders.

### **Van Ness Bus Rapid Transit Project:**

The Van Ness Improvement Project is a major civic improvement project on two miles of Van Ness Avenue, U.S. Route 101, from North Point to Mission Street that began construction in late 2016. The project includes transportation upgrades, including San Francisco's first Bus Rapid Transit system, a globally proven solution to improve transit service and address traffic congestion; utility maintenance, including street repaving, and sewer, water and emergency firefighting water system replacement; and civic improvements, including streetlight replacement, new sidewalk lighting, landscaping and rain gardens. The focus during the timeframe of the SFMTA's 2022 Title VI Program Update (2019-2022) was on facilitating the implementation of the project through pre-construction and construction activities. The Van Ness BRT held its ribbon-cutting event and began fare service on April 1, 2022.

#### **Van Ness Bus Rapid Transit Construction Outreach Highlights**

- Weekly construction forecasts sent via email, text, and online.
- Maintained updated project webpage at SFMTA.com/VanNess to inform the public about project.
- Dedicated 24/7 project hotline and email.
- A newsletter with project updates and other information was sent on a quarterly basis to project email subscribers and mailed to 38,000 project neighbors twice annually.
- Conducted informational walking tours for stakeholders and the public.
- Led educational sessions for local elementary school that was studying urban planning.
- Monitored and replaced multilingual (English, Spanish, Chinese and Filipino) temporary bus stop signage so public knew where to board buses.
- Coordinated with the Office of Economic and Workforce Development services to support small businesses
- Custom corridor signage for affected businesses during construction.
- Marketing component for businesses directed by merchant groups for services such as developing/printing business directories, placing advertisements on Muni buses, and running social media campaigns.
- Lighting ceremony held the night before the ribbon-cutting event the following day. The event was livestreamed across several social media platforms. Social media utilized leading up to the event.
- Ribbon-cutting ceremony held in partnership with community organizations and partner agencies. 38,000 invitations to the event mailed out and social media was used to promote the event, as well as provide live coverage of it.
- Multilingual (English, Chinese, Spanish and Filipino) signage directing the public to new boarding platforms were created and hung along the corridor. Signage directed the public to view Story Map that promoted the history of the project as well as the corridor itself. Several businesses were highlighted as part of the campaign.
- Project updates shared at monthly meetings of the Geary Community Advisory Committee and bimonthly meetings of the Van Ness BRT Business Advisory Committee.
- Participation in various public events, such as Sunday Streets, to promote Van Ness BRT and

ridership.

## **Outreach related to the San Francisco Municipal Transportation Agency Fiscal Year (FY) 2023 and FY 2024 Operating Budget**

**Background:** San Francisco City Charter Section 8A.106 provides that the SFMTA must submit a two-year budget by May 1 of each even year to the Mayor and Board of Supervisors. In advance of the SFMTA Board of Directors approving the San Francisco Municipal Transportation Agency Fiscal Year (FY) 2023 and FY 2024 Operating Budget in spring 2020, the SFMTA sought feedback on the proposed fare changes as part of the budget process. In response to public feedback received, and to help promote transit use during pandemic recovery, the SFMTA proposed to suspend the application of the Automatic Indexing Implementation Plan (AIIP), adopted by the SFMTA Board in 2009 and modified in April 2018, for all annual fare increases. The AIIP is a formula based on the combination of Bay Area Consumer Price Index for all urban consumers (CPI-U) and SFMTA labor costs that serves as a policy for incremental fare increases. Under normal circumstances, automatic indexing is critical to ensure that service levels are not compromised given the increase in operating costs annually due to inflation and ensures that riders can expect and anticipate small incremental fare increases over time rather than unknown larger increases sporadically. The SFMTA also proposed to extend the Free Muni for all Youth Program under age 19 through Fiscal Year 23 and Fiscal Year 2024, approved as a pilot program through August 2022.

The SFMTA launched a multilingual and multi-media public outreach campaign at the beginning of the FY2023-FY2024 process in order to gather and consider public input on the budget, which impacted the final proposals submitted to the SFMTA Board of Directors for its consideration and approval. Notices for public comment opportunities were provided in multiple languages and included information on how to request free language assistance at the meetings with at least 48 hours' notice. As required by the City Charter, advertisements publicizing the public hearing were placed in advance in San Francisco newspapers. Multilingual ads were placed in prominent Chinese, Spanish and Russian newspapers in San Francisco. Multilingual information has been available to the public through the SFMTA website throughout the budget process. Additional methods for keeping the public informed and soliciting feedback were conducted through blog posts, e-mail blasts to stakeholders and through SFMTA/Muni's Twitter and Facebook accounts. Feedback was compiled and forwarded to appropriate staff and to the MTAB for consideration in the decision-making process.

### **Specific outreach activities included:**

- Board Workshop with SFMTA Board of Directors
- Multilingual Survey of Priorities available online and by paper copy dropped off at community centers
- Public Listening Sessions via telephone to address digital access concerns from the community, with free language support offered for equity
- Direct Listening Sessions with every community group who requested one
- Digital Town Hall Additional channels employed to reach as many diverse stakeholders as possible
- Email to over 3,000 stakeholders
- Offers of listening sessions to over 150 community groups
- Ads in language newspapers (El Tecolote, Sing Tao, World Journal, Wind, Examiner)

- Social Media ads (WeChat, Twitter, FB, Instagram)
- Multilingual content on website with survey links and listening session dates
- Multilingual Bus Cards advertising the Digital Town Hall and SFMTA Board of Directors' Budget Hearings
- Multilingual paper surveys, directed at LEP-communities, dropped off at community centers

**Public Outreach Outcomes:** As a result of the multilingual, multi-media outreach campaign, the SFMTA collected over 1,900 instances of feedback, questions, comments, and concerns on its FY2023-2024 budget, including over 1,200 survey responses and over 700 open-ended comments. The feedback was compiled and sorted into topics/categories of concerns including: improving speed and reliability of Muni buses and trains, improving transportation in neighborhoods with high percentages of households with low incomes and people of color, improving personal safety for Muni riders, reducing congestion and eliminating bottlenecks by improving public transit. Specific to transit fares, multiple comments were received encouraging the SFMTA not to increase fares and to maintain and/or expand on existing discount fare programs, including those for low-income riders, and the Free Muni for Youth program. Based on this feedback, and to help promote transit use during pandemic recovery, the SFMTA proposed to suspend the application of the Automatic Indexing Implementation Plan (AIIP), adopted by the SFMTA Board in 2009 and modified in April 2018, for all annual fare increases. The SFMTA also proposed to extend the Free Muni for all Youth Program under age 19 through Fiscal Year 23 and Fiscal Year 2024, which was approved as a pilot program through August 2022. Both proposals were approved by the Board of Directors.



## Appendix F: Language Assistance Plan



## 2022 Language Assistance Plan

December 2022



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# Executive Summary

The San Francisco Municipal Transportation Agency (SFMTA) 2022 Language Assistance Plan (LAP) was created with the aim of ensuring meaningful access to the benefits, services, information and other important components of its programs and activities for its customers for whom English is not their primary language and who have a limited ability to read, speak, write or understand English. The 2022 Language Assistance Plan serves as an update to the Agency's 2019 LAP.

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## Overview of the 2022 Language Assistance Plan

As a recipient of federal funds, the San Francisco Municipal Transportation Agency (SFMTA), which operates the Municipal Railway (Muni), is required to take reasonable steps to ensure meaningful access to its services and benefits for persons with limited-English proficiency (LEP). Federal regulations require that information regarding federally funded programs must be accessible to individuals for whom English is not their primary language and who have a limited ability to speak, read, write, or understand English, in order to avoid discrimination on the basis of national origin, in violation of Title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations.

To update the SFMTA's current Language Assistance Plan (LAP), as required, the SFMTA followed the Four-Factor Analysis set forth in FTA Circular 4702.1B. In addition, the SFMTA also followed the U.S. Department of Transportation's (DOT) LEP Guidance, published on December 14, 2005, which states that FTA recipients of grant funds document the steps undertaken to implement the U.S DOT LEP Guidance.

In accordance with the Title VI guidance provided by the U.S. Department of Transportation (DOT), the 2022 Language Assistance Plan includes an assessment of the following four factors:

1. The number or proportion of limited-English proficient persons eligible to be served or likely to be encountered by the SFMTA's program;
2. The frequency with which limited-English proficient persons come into contact with SFMTA's program;
3. The nature and importance of the program, activity or service provided by the program to people's lives
4. The resources available for limited-English proficient outreach, as well as the costs associated with that outreach.

The major findings of the Four-Factor Analysis are outlined below. Pursuant to FTA Circular 4702.1B, after completing the Four-Factor Analysis, recipients shall use the results of the analysis to help identify the limited-English proficient individuals who require language assistance and determine which language assistance services are appropriate. The degree to which language assistance is provided, and in what languages, is an outcome of the analysis of the four factors and is captured in Section VIII, Language Assistance Implementation Plan.

While recipients have “considerable flexibility” in developing a Language Assistance Plan, at a minimum it must include: (1) the results of the Four-Factor Analysis, including a description of the LEP populations served; (2) a description of how language assistance services are provided by language; (3) a description of how notice is provided to LEP individuals about the availability of language assistance; (4) the methods by which the plan is monitored, evaluated and updated; and, (5) how employees are trained to provide timely and reasonable language assistance to LEP populations.

As part of its Language Assistance Plan update, the SFMTA employed practices recommended by the FTA in its Handbook for Public Transportation Providers entitled “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited-English Proficient (LEP) Persons.” As part of these recommended practices, SFMTA assessed data from multiple sources including U.S Census and state and local data, in-language focus groups, community conversations, a public engagement and community language access survey, telephonic interpretation service data, information collected through interviews with leaders of Community-Based Organizations (CBOs) that serve limited-English Proficient populations and data from SFMTA staff who work with limited-English proficient customers on a regular basis. The SFMTA also evaluated 2022 data, where applicable, in comparison to data gathered during the 2019 and 2016 LAP updates in order to conduct trend analyses, which are noted throughout this report.

## **Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the SFMTA’s program**

The USDOT requires transportation agencies to provide written translation of vital documents in languages for which there are over one thousand limited-English proficient individuals within an agency’s service area. Factor One data and analysis focuses on the number and proportion of LEP individuals in the SFMTA service area. This information is primarily driven by data from the U.S. Census Bureau American Community Survey, with secondary data from the California Department of Education Educational Demographic Office to support those findings or otherwise provide clarification. Additional information was gathered from interviews with leaders of community-based organizations who count LEP individuals among their clients; feedback from frontline employees; requests for telephonic interpretation services and in-language assistance at the Customer Service Center.

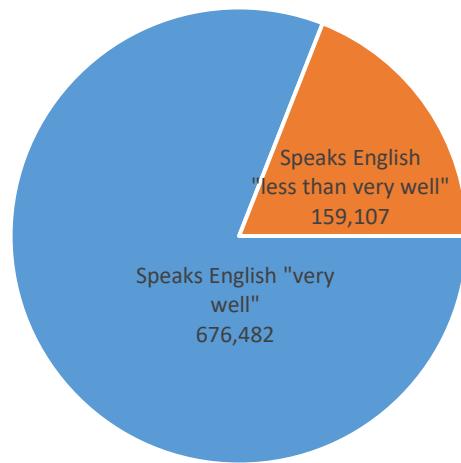
The Safe Harbor Provision outlines the circumstances that can provide transit agencies a safe harbor regarding the translation of written materials for LEP populations. It stipulates that a grantee is in compliance if each eligible LEP language group has written translation of vital documents. Eligible LEP groups constitute 5% or 1,000 persons of the total population qualified to be served.

Following these guidelines and based on the most recently available Census data, the SFMTA has identified eight “Safe Harbor” languages that meet the 5% or 1,000 person threshold:

- Chinese
- Spanish
- Filipino
- Vietnamese
- Russian
- Korean
- Japanese
- French

While Arabic and Thai no longer meet the official threshold of a safe harbor language, the SFMTA will continue to support the needs of these important communities with both written and oral language assistance, as needed.

English Proficiency in San Francisco  
Total Population: 835,589



**Figure I-1-1: San Francisco Total and LEP Population Estimates**

Sources: 2016-2020 American Community Survey Dataset C16001: Language Spoken at Home for the Population 5 Years and Over

According to the 2016-2020 American Community Survey 5-Year estimates, the total population of San Francisco is 835,589 and the population of LEP persons—persons who identify as speaking English “less than very well”—is 159,107, about one in five San Franciscans (19.04%). The LEP proportion of those who use public transportation for their commute is also about one-fifth. Chinese (including primarily Cantonese but also Mandarin) is the most widely spoken LEP language group in San Francisco, comprising just over half

of LEP population; Spanish is the second-most widely spoken, comprising about a fifth. For the student population, those proportions are essentially reversed; about one half of English Learners speak Spanish at home and a quarter speak either Cantonese or Mandarin. Federal guidance provides that the greater the number or proportion of LEP individuals from a language group, the more likely language services are needed. In San Francisco, people who speak Cantonese and Spanish comprise about three-quarters of the LEP population. The remaining quarter—for both the general population and students—includes the following remaining safe harbor languages: Filipino, Russian, Vietnamese, Korean, Japanese and French.

Highlights from other data sources examined include:

- CBO groups interviewed reported that over the last three years the size of their LEP clientele has increased (groups serving LEPs whose primary language is Chinese, Filipino, Spanish or Arabic) with a couple of groups reporting that their number of LEP clients have stayed the same (those speaking Russian or Vietnamese).
- Based on the 2022 SFMTA public contact employee survey responses, in a typical week, SFMTA staff interact with LEP customers multiple times. SFMTA staff engage with Chinese-speaking and Spanish-speaking customers most frequently.
- The most frequent requests for telephonic interpretation services were for assistance in Spanish and Cantonese.
- The 2022 SFMTA Public Participation and Community Language Access Survey found that 18% of respondents identified as LEP.

Federal guidance provides that the greater the number or proportion of LEP individuals from a particular language group served or encountered by a recipient's program, the more likely language services are needed. Based on analysis of data sources, the language groups most frequently encountered by SFMTA's programs and services are Chinese (Cantonese) and Spanish-speaking individuals; this finding is also supported by an analysis of the Census and English Learner data, as well as data gathered in other sections of this report. Beyond these two languages, the most frequent groups encountered include Russian, Vietnamese and Filipino (Tagalog)-speaking individuals, in different concentrations, based on data source.

It's important to note that as a city department, the SFMTA must also comply with a local ordinance, the Language Access Ordinance, which requires all city departments to provide language assistance in languages spoken by 10,000 LEPs or more in order to ensure access to its programs, services and benefits. Spanish and Chinese (Cantonese) meet the 10,000 LEP person threshold; Filipino (Tagalog) was certified as an additional language based on previous ACS data indicating it met or exceeded the 10,000 persons threshold. As a result, the majority of translated materials are produced, at a minimum, in these three languages.

In addition to the five languages noted above, the three remaining languages spoken by 1,000 or more limited-English proficient individuals based on the most recently available Census data - Korean, Japanese and French - will continue to serve as SFMTA's "safe harbor" languages – the languages required for vital document translation. Both written and oral language assistance is provided by the SFMTA in all eight languages and in other languages, depending on circumstances and resources. The SFMTA will continue to support the language needs of Arabic and Thai speakers within its service area with both written and oral language assistance, as needed.

## **Factor 2: Determining the frequency with which Limited-English Proficient individuals come into contact with the SFMTA's program, activity or service**

Based on DOT LEP guidance and the SFMTA's desire to conduct a comprehensive review of the frequency with which LEP individuals come into contact with the SFMTA, a multiplicity of data sources were examined. According to U.S. Census Data, San Francisco's approximately 159,107 LEP individuals regularly commute to work on public transit. More still depend on Muni for other daily activities. LEP customers who participated in the 2022 Survey use Muni frequently – nearly half of LEP survey respondents (46%) indicated they ride Muni five times a week or more. Nearly nine out of ten LEP survey respondents (85 %) ride Muni at least once per week. CBO leaders stated that their LEP communities depend heavily on Muni and that the LEP populations served by these community-based organizations use Muni frequently to complete daily activities

Based on results from CBO leadership interviews for organizations serving LEP clients, LEP clients represent a significant portion of their clientele and leaders stated that their LEP communities depend heavily on Muni (specifically buses) to complete daily activities such as essential trips for groceries, medical care, to get to work, school and access services. High levels of contact were also established through requests for language assistance through the QMATIC system, which allows customers to request in-person assistance in the SFMTA's Customer Service Center in Cantonese, Spanish, and Filipino; reporting interactions between LEP individuals and SFMTA's public contact employees through an internal survey; and, tracking requests for telephonic interpretation services, all of which indicated a high frequency of contact between LEP individuals and SFMTA's program and services. For example, thirty-two percent of SFMTA staff members surveyed in 2022 reported interacting with LEP customers "many times a day" and over half of staff (57%) say they interact with LEP customers on a daily basis.

## **Factor 3: The nature and importance of SFMTA's Program, Activity or Service to People's lives**

The SFMTA used quantitative and qualitative research methods to identify how critical its primary program – providing transit service – and related activities and services is to people's lives, specifically to SFMTA's LEP customers, and to gather feedback on how current language assistance measures could be improved to provide better access given that the more important the program, the more frequent the contact and the likelihood that language services will be needed. Based on U.S. DOT guidance, seven in-language focus groups for LEP persons were held to solicit feedback on needs and communication preferences with SFMTA and interviews were conducted with leaders of community-based organizations (CBOs) who serve these populations. SFMTA also developed and administered a survey for LEP customers to solicit direct user needs, characteristics, and communication preferences with SFMTA.

Primary data, both quantitative and qualitative, provided by LEP individuals, CBO leaders, and SFMTA staff demonstrate that San Francisco's LEP population – regardless of their native language – frequently and successfully use SFMTA's services. Muni in particular was described by LEP individuals as an integral part of accomplishing their daily activities. Survey data, CBO leader interviews, and focus group discussions all indicate that the broad majority of LEP individuals, across language groups, use Muni frequently for daily tasks such as essential shopping, to go to work, and to go to the hospital or for a medical visit. These have historically been among the top reasons for using Muni.

The 2022 Survey found that the most common reasons LEP riders do not use Muni are because it does not go where they need to go, because they have safety and security concerns, and because they prefer to walk. However, the percentage who say they do not take Muni because the information in English was hard to understand has declined drastically since 2019.

Safety and security were common themes in the 2022 research. Survey respondents ranked it as one of the top reasons they don't ride Muni at times; CBO leaders indicated an increase in safety and security concerns particularly among older and Asian LEP populations; and LEP focus group participants said that when they do not use public transportation provided by SFMTA, it is typically because they perceive SFMTA transit service to be unsafe or unclean.

## **Factor 4: The resources available to the SFMTA for LEP outreach, as well as the costs associated with that outreach.**

Given the diversity of San Francisco's population and Muni's ridership, the SFMTA believes it is critical to provide both oral and written language assistance to LEP customers in keeping with federal, state and local requirements. The SFMTA employs various methods, detailed throughout this Plan, to ensure meaningful access to its services for LEP customers and dedicates significant resources to providing language assistance and outreach to its LEP customers.

While exact totals can vary year to year depending on the various public outreach campaigns, capital programs and other agency activities that are being conducted, in general, on an annual basis, the SFMTA spends approximately \$880,000 - \$1.1M to support language assistance, which includes document translation and production costs (design, printing and mailing). Translated documents include car cards, direct mailers, station kiosk signage, customer take-ones, meeting notices, brochures and other customer outreach materials like construction-related notices and information pieces. Approximately 300-400 general customer information documents are produced and distributed in languages other than English on an annual basis. In addition, between 17,000-21,000 trilingual Customer Alerts are produced and posted, providing information on transit and service changes. Also included in the \$1.1M are costs associated with language assistance, for example: costs provided in conjunction with our paratransit program; providing interpreters at public meetings, hearings and focus groups; administering multilingual surveys; providing telephonic and video interpretation assistance; utilizing bilingual community ambassadors for community outreach; running advertisements and legal notices in non-English newspapers and premiums paid to employees who use their bilingual or multilingual language skills in conducting their job duties.

## **Language Assistance Implementation Plan**

After completing the Four-Factor Analysis, the SFMTA assesses the results of the analysis to help identify the limited-English proficient individuals who require language assistance and determine which language assistance services are appropriate to ensure access to its programs and services.

SFMTA employs a wide variety of verbal and written language assistance services to help ensure that communications with LEP customers are accurate, timely, and appropriate. Many of these services were reported as familiar and in use by LEP customers and were consistent with practices recommended by CBO leaders. For these inquiries, similar results were received as compared to 2019 data results with a significant increase in electronic/virtual options as a result of the pandemic.

The 2022 analysis indicates that the SFMTA should continue providing language assistance, pursuant to SFMTA's policies and guidelines, in the languages spoken by the highest concentrations of limited-English proficiency groups in San Francisco. The SFMTA follows federal and local guidelines for written translations and pursuant to local law, provides interpretation assistance at public meetings and hearings with 48 hours' notice. The results also indicated familiarity and usage of the top methods employed by the SFMTA to communicate with its LEP customers. Many of these language assistance services are described in the U.S. DOT guidance as "Promising Practices." These include, but are not limited to:

- **Language Support Offices:** Many of the SFMTA's public points of contact are staffed by bilingual and/or multilingual employees who provide direct language services or utilize other resources to provide language assistance, such as live interpretation via a telephonic interpretation service. In addition, at the SFMTA's Customer Service Center, walk-in customers can request language assistance in Spanish, Chinese or Filipino through an electronic queuing system.
- **Telephone-based interpretation:** The SFMTA administers a contract with a telephonic interpretation service to offer real-time interpretation services in over 100 languages; staff whose primary job function is to interact with the public have been trained on how to access this important resource. This important service is advertised through multilingual "I speak" signage at public contact offices.
- **San Francisco's Multilingual Telephone Customer Service Center:** SFMTA promotes the availability of free language assistance in the languages spoken by 1,000 or more limited-English proficient communities (Chinese, Spanish, Filipino, Vietnamese, Russian, Korean, Japanese and French) by directing customers to call 311, San Francisco's multilingual Telephone Customer Service Center, which is open 24 hours a day, seven days a week, 365 days per year. This notice is included on numerous translated materials, signage, revenue maps, agency letterhead, and brochures and at the bottom of every page at SFMTA.com.
- **Use of Technology:** The SFMTA website, SFMTA.com, provides extensive multilingual information, including information on how to request free language assistance at hearings and public meetings, as well as how to file complaints and commendations.
- **Signage and Outreach Materials:** Signage at stations and on Muni vehicles is routinely posted in multiple languages and pictographs are used where feasible so that information is accessible to all customers, regardless of English proficiency and literacy levels. The SFMTA also places in-language notices and announcements in print and broadcast media serving San Francisco's Limited-English Population in Chinese, Spanish, Russian and Vietnamese, as circumstances dictate and resources allow; and,
- **Liaisons with Local Community and Cultural Organizations:** As demonstrated in the primary research data conducted for this report, SFMTA staff work closely with community and cultural organizations throughout the city to better communicate with limited-English proficient individuals and will continue expanding its connections to this critical network.

The “most important” services provided by SFMTA that were identified by 2022 research participants included receiving in-language information regarding safety and security, schedules, routes, and service changes and detours – all items that were also highly important to respondents in 2016 and 2019.

Continuing to produce, and potentially increase the availability of, multilingual information as well as continuing to expand the SFMTA’s partnerships with CBOs serving LEP populations, also would increase accessibility to SFMTA’s programs and services for LEP customers. While service and fare changes continue to be a top priority for communication, safety and security information is also highly important to LEP riders.

Feedback received indicates that while the SFMTA could be even more effective in communicating important information to its LEP customers, it has made great strides in the last few years. In 2022, 22% of survey respondents indicated that language barriers on Muni are “very challenging”, compared to 41% in 2019 and 26% in 2016. Additionally, when survey respondents were asked why they didn’t take Muni, “information in English hard to understand” decreased greatly, from 25% in 2019 and 18% in 2016 to only 5% in 2022.

SFMTA will continue to analyze these results outside of this report and identify areas where language assistance can be further improved. Feedback was also received regarding familiarity with existing language assistance services; while many of the outreach methods currently used by SFMTA were familiar to LEP customers, continued promotion of these services is an important initiative.

Additional details on the SFMTA’s Language Assistance Implementation Plan can be found in Section VIII of this Plan, along with information on how notice is provided to LEP individuals about the availability of language assistance; how this plan will be reviewed and monitored; and language assistance training for employees.

# Section I: Introduction

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or otherwise be subjected to, discrimination under any program or activity that receives Federal financial assistance. The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), interpreted Title VI regulations to hold that Title VI prohibits conduct that has a disproportionate effect on Limited English Proficient (LEP) individuals because such conduct constitutes national origin discrimination.

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## Overview

In compliance with Title VI regulations and related Executive Orders, the United States Department of Transportation (DOT) published guidelines that direct recipients of its federal funds, like the SFMTA, to take responsible steps to ensure meaningful access to the benefits, services, information, and other important components of their programs and activities for Limited-English Proficient (LEP) customers and to have in place a Language Assistance Plan to guide those efforts. LEP individuals are defined as those individuals who have a limited ability to read, speak, write or understand English.

Given the diversity of San Francisco's population and Muni's ridership, the San Francisco Municipal Transportation Agency (SFMTA) believes it is critical to provide language assistance to its customers.

The 2022 Language Assistance Plan (LAP) is an update to the agency's 2019 LAP and incorporates the U.S. Department of Transportation's guidance concerning the responsibilities of federal recipients to LEP individuals, as required. It includes the recommended Four-Factor Framework, identifies the primary LEP individuals who require language assistance, discusses verbal and written language assistance measures, training of staff and the methods by which notice of language assistance is provided to LEP customers. It also includes how this plan will be monitored and updated, as required.

The goal of the SFMTA's Language Assistance Plan is to provide language assistance to LEP customers in an effective manner to help ensure that its services are safe, reliable, convenient and accessible. The research conducted in the development of this plan reinforced a number of existing LEP outreach methods that customers have identified as important and

effective means of communication, as well as the types of information most important to receive in their native language

## Agency Overview

Established by voter proposition in 1999, the SFMTA, a department of the City and County of San Francisco, operates the Municipal Railway (Muni), parking, traffic, bicycling, walking and taxis within the City and County of San Francisco. Founded in 1912, Muni is one of the oldest transit systems in the world and across five modes of transit, Muni is the largest transit system in the Bay Area. Prior to the pandemic, Muni provided 78 routes throughout the City and County of San Francisco, which served over 700,000 weekday daily rides and over 220 million rides per year. The Muni fleet is unique and includes historic streetcars, renewable diesel and electric hybrid buses and electric trolley coaches, light rail vehicles, paratransit cabs and vans, and the world-famous cable cars.

## Research Methodology

Following U.S. DOT guidelines, the SFMTA explored multiple data sources to update its Language Assistance Plan. Following the Four-Factor Framework, the goal of the research was to identify LEP populations in the City and County of San Francisco and through various outreach methods, assess the effectiveness of SFMTA's communication and engagement strategies for limited-English proficient customers.

For the 2022 LAP update, the SFMTA: conducted interviews with leaders of 27 Community-Based Organizations (CBO) serving LEP populations throughout San Francisco; held seven in-language focus groups in Spanish, Cantonese, Filipino, Vietnamese and Russian; developed and administered multilingual customer outreach surveys in 10 languages and received over 9,300 responses, with 18% from individuals who identified as LEP (1,467); and, gathered LEP customer data through an assessment of telephonic interpretation data from both the SFMTA and the SFMTA's ADA Complementary Paratransit service (SF Paratransit). In addition, an internal survey was administered to SFMTA's employees throughout the agency whose primary job function is interacting with the public in order to assess frequency of contact with LEP customers and related data.

The data collected through these methods not only informed the 2022 Language Assistance Plan and the 2022 Public Participation Plan, but this research also benefited the SFMTA in the following ways:

- Increased the understanding of how communities get information about the SFMTA to allow the agency to adjust the allocation of communications resources and better focus outreach and engagement methodologies
- Incorporate best practices in the methods used for data collection to elicit robust feedback, particularly from hard-to-reach communities
- Help the agency better engage the public in a meaningful way to help further build trust

It's important to note that while there was a robust response, the COVID-19 pandemic did have an impact on the data collection effort. For past reports, the SFMTA was able to partner with CBOs for in-person focus groups, either during an existing event or by scheduling a separate session. Due to the pandemic, which

impacted in-person events and services at many organizations, many of which were just beginning to ramp up services in the summer and fall of 2022, when data collection for the 2022 LAP Plan was conducted, in-person focus group opportunities were limited. There also was an express preference by many to meet virtually instead of in-person due to COVID-19 transmission concerns. As a result, focus group attendees were recruited from across the city based on LEP status, native language, Muni ridership and other factors, and the sessions were held virtually with in-language facilitators. In prior years, the SFMTA was also able to drop off and collect surveys; given many CBOs were just beginning to resume operations and on-site clientele numbers were just starting to recover, opportunities were limited for this type of direct outreach. However, incorporating intercept survey opportunities at multiple locations resulted in strong numbers of survey responses from traditionally hard-to-reach communities. Many CBOs also shared in-language survey links and QR codes with their membership.

Below is a detailed description of each of the methods used to gather feedback regarding LEP populations in order to inform the Four Factor analysis and the resulting language assistance measures.

### **LEP Community Based Organization (CBO) Leadership Interviews**

The SFMTA designed and conducted telephonic and virtual interviews with CBO leaders serving LEP populations across the city to solicit a summary of LEP user needs, including literacy and education levels and communication preferences with the SFMTA based on constituent experience, including during the pandemic. Leadership interviews were conducted with organizations that serve LEP populations in the following languages: Chinese -- Cantonese and Mandarin, French, Japanese, Korean, Spanish, Russian, Vietnamese, Filipino (Tagalog), Thai and Arabic. The CBOs engaged to participate in the 2022 outreach efforts included all the groups approached during the 2019 data collection efforts for comparison purposes as well as additional organizations that serve individuals with limited-English proficiency across various neighborhoods in the city. Due to the COVID 19 pandemic, several of the CBOs that previously participated had scaled back operations and were not able to participate during the project timeline. The additional organizations that participated helped represent the language and demographic groups that characterize the city. The resulting feedback from the 27 interviews was robust and was compared and assessed in the context of data collected during CBO interviews conducted in 2019.

### **In-Language Focus Groups**

For prior LAP updates, the SFMTA had partnered with CBOs to conduct in-person sessions at CBO locations throughout San Francisco. Given the COVID-19 pandemic, CBOs in various stages of re-opening, and preferences for virtual meetings, five of the sessions were held virtually. Recruitment criteria was developed to identify eligible participants, who were then screened and confirmed. Participants were required to live in San Francisco, ride on any of SFMTA's transit systems, identify as an individual with limited-English proficiency and be a native speaker of either Spanish, Cantonese, Tagalog/Filipino, Russian, or Vietnamese. Qualified participants were also screened by phone prior to being invited to participate in a focus group. Participants were grouped by language into one of eight focus groups, with a goal of having 10-12 participants in each group. Based on the frequency of language spoken by San Francisco transit riders, the project plan included seven groups: two in Cantonese, two in Spanish, one in Russian, one in Vietnamese, and one in

Tagalog/Filipino. During the screening process, interested participants were asked if they preferred a virtual or in-person focus group and the vast majority of Spanish-, Cantonese-, and Filipino-speaking participants preferred a virtual focus group.

The Russian-language focus group was held in person at the Richmond Neighborhood Community Center (RNCC) and the Vietnamese-language focus group was held in person at the Southeast Asian Community Center (SEACC) in the Tenderloin. The Cantonese, Spanish, and Filipino/Tagalog-language focus groups were conducted virtually on Zoom. Robust virtually recruitment efforts and in-person recruitment intercepts, in juxtaposition with virtually held groups, allowed for greater geographical diversity of participant demographics, representing a mix of the following demographic variables: gender, age, household income, length of residence in San Francisco, and household composition. A total of 77 people participated in the focus groups.

During the focus groups, moderators touched on several of the SFMTA's predetermined topics from previous LAP studies in order to identify trends. After each focus group, participants were asked to complete an SFMTA survey; once the survey was complete, participants received a \$100 stipend. In addition, the two organizations that hosted in-person focus groups served snacks and received a \$500 stipend.

## **Public Participation and Community Language Access Survey**

Based on U.S. DOT guidance, the SFMTA developed and, after a broad outreach effort, administered a survey to solicit input on in-language communication preferences with the SFMTA and to assist in a comparison of trends between data collected in 2016 and 2019. The survey was promoted via email blasts and SMS Text subscribers to over 100,000 individuals and organizations located throughout San Francisco representing an extensive range of communities and demographics, including community-based organizations, neighborhood groups, merchant associations, faith-based networks, media, schools, and service providers across San Francisco. The survey was prominently featured on the home page of the SFMTA website and links to the survey in Spanish, Chinese, Russian, Vietnamese, Filipino, Korean, Japanese, French, Thai and Arabic were included on the survey page, as well as in the blast emails, including survey reminder emails. The SFMTA also distributed surveys through community partners, such as the San Francisco Office of Civic Engagement and Immigrant Affairs and CBOs that distributed and collected surveys on the SFMTA's behalf. In addition, efforts were supplemented by intercept survey events in locations throughout San Francisco in order to engage with hard-to-reach communities. Through these efforts, over 9,300 survey responses were collected.

A summary of data collection outreach efforts can be found in Appendix E; 2022 LAP survey results can be found in Appendix F and throughout this document.

## **SFMTA Staff Survey**

The SFMTA also developed and administered a survey for SFMTA staff who engage regularly with the public to solicit feedback on interactions with LEP customers and gather suggestions for improving communication. The survey was completed by 244 SFMTA staff members ranging from 15 different groups across the agency.

# Section II: The Number or Proportion of LEP Individuals Eligible to be Served or Likely to be Encountered by the SFMTA's Program (Factor One)

"The greater the number or proportion of LEP individuals from a particular language group served or encountered...the more likely language services are needed..." (DOT LEP Guidance Section V (1)).

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## Introduction

Based on the United States Department of Transportation (USDOT) Limited English Proficient (LEP) guidance, Factor One data and analysis focuses on the number and proportion of LEP persons eligible to be served or likely to be encountered by an agency's program. This information is primarily driven by U.S. Census data, with secondary sources to support those findings. Section III presents Factor Two data and analysis, which examines the frequency with which the SFMTA interacts with LEP individuals to further establish the number and proportion of LEP customers that the SFMTA served or encountered.

The SFMTA knows from experience that it serves a significant and diverse LEP population. LEP individuals interact with the SFMTA through a variety of programs, benefits and services, including contact with transit operators, station agents, and transit fare inspectors when riding Muni and through customer service agents and drivers when riding SF Paratransit. LEP individuals can also interact with the SFMTA by speaking with customer service representatives over the phone or in person at the SFMTA Customer Service Center, or at public meetings or information sessions hosted by the SFMTA. Staff and external customer service ambassadors also interact with LEP individuals to communicate transportation changes or administer in-person surveys. The SFMTA website, SFMTA.com, provides multilingual content for LEP individuals.

## Data Sources

The SFMTA's service area comprises the City and County of San Francisco. In order to identify the number and proportion of LEP persons in San Francisco for the 2022 Language Assistance Plan Update, and following the guidance issued by DOT and recommended best practices, the SFMTA considered data from the 2020 U.S. Decennial Census, the 2016-2020 American Community Survey, and English Learner Reports from the California Department of Education (CDE). For the purposes of this analysis and based on federal guidance, the SFMTA considers those individuals who self-identified as speaking English "less than very well" and students classified as "English Learner" as LEP individuals. To further supplement the Factor One analysis and assist in identifying LEP populations within the designated service area, data was also analyzed from the 2022 SFMTA Staff Survey and the 2022 Community-Based Organization (CBO) Leadership Interviews.

### U.S. Decennial Census

For the purposes of the Language Assistance Plan, there is no relevant information on the 2020 decennial census data for language information or for capturing data on transit use. This information was captured previously in the long-form questionnaire, which the U.S. Census Bureau no longer collects on the decennial census.

### American Community Survey

The U.S. Census Bureau collects the more detailed socioeconomic information—once collected via the long-form questionnaire—through the American Community Survey (ACS). The survey provides current data about all communities every year, rather than once every ten years. Only a small percentage of the population receives the survey on a rotating basis throughout the decade. The ACS provides estimates on socioeconomic information. For the 2022 LAP update, the SFMTA examined the 2016-2020 ACS 5-Year Estimates. (The 2012, 2016 and 2019 LAP updates examined the 2008-2010, 2010-2014 and 2013-2017 estimates, respectively.)

The 2016-2020 ACS 5-Year Estimates provide tract-level data, allowing for geographic analysis. For the purposes of the LAP update, the SFMTA focuses on the LEP population at large, focusing on the Safe Harbor languages for which there are at least 1,000 LEP persons who speak those languages. For the purposes of understanding the geographic trends for language-specific outreach and interaction, this report provides language maps for the Safe Harbor languages in Appendix B. Because these maps rely on tract-level data—tracts having an average population of about 2,500 people—they show the proportion of a tract and focus on the 5% threshold as defined by the USDOT.

### Language Data Limitations

In 2016, the American Community Survey began combining some language data to create a category that reflects a major language family or geographical area instead of an individual spoken language. When queried as to the change, the following explanation was received: "Thank you for contacting the U.S. Census Bureau. Geographical restrictions have been applied to Table B16001 - LANGUAGE SPOKEN AT

HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER for the 5-year data estimates. These restrictions are in place to protect data privacy for the speakers of smaller languages.”

For example, “Other Asian and Pacific Island” languages data includes Japanese, Thai, Khmer and Laotian; previously, Japanese and Thai data were reported as individual languages. Another example is that Russian is now combined with data for Polish and other Slavic languages as a single data point. To address these limitations, the SFMTA compared the combined language data with that of the 2016 LAP update, which examined ACS data from before this change took place.

### **California Department of Education Educational Demographics Office**

To confirm results from the ACS—and as advised by the USDOT Factor One guidance—the SFMTA analyzed LEP data for students attending public schools within San Francisco, provided by the California Department of Education (CDE) for the school year 2021-2022, the most current information available.

Public schools within the City and County of San Francisco serve a multicultural student body and track student English proficiency levels for educational purposes. Students are evaluated and classified as either “English Learner” or “Fluent English Proficient;” “English Learners” are considered LEP students. This information gives insight on languages spoken within homes, providing insight into the nature of LEP households in San Francisco.

Note that San Francisco has an unusually small percentage of children and families relative to its entire population. This phenomenon is well-documented and studied by the San Francisco Department of Youth, Children, and Their Families, which dubbed the shift “Family Flight.” This may explain any notable differences between ACS and CDE datasets and supports the importance of ACS as the more useful dataset for LEP persons in the SFMTA service area.

### **Muni Systemwide On-Board Study**

Under regular circumstances, the SFMTA conducts an on-board survey of Muni customers every five years and relevant data is included in this report. Due to the COVID-19 pandemic and its impact on ridership levels, which are still recovering at the time of the report, the SFMTA was not able to conduct another on-board survey and therefore will not be including data from the 2017 onboard survey, which may not be reflective of current ridership.

### **LEP Community Based Organization Leadership Interviews**

As part of the information gathered during the Community Based Organization Leadership Interviews, leaders were asked about the characteristics of the communities they served, including the primary languages spoken and literacy levels of their LEP client base as well as frequency of Muni ridership. Efforts were made to include the same CBOs as prior years in order to compare responses and identify trends. Due to the COVID 19 pandemic, several of the CBOs that previously participated had scaled back operations and were not able to participate during the project timeline. There were several additional groups that did participate and represented the language and demographic groups that cover the city.

The resulting feedback collected through the 27 interviews completed was robust and was compared and assessed in the context of data collected during CBO interviews conducted in 2019.

## SFMTA Staff Surveys

SFMTA also developed and administered a survey for SFMTA staff who interact with the public on a regular basis, to solicit feedback on interactions with LEP customers and gather suggestions for improving communication. The survey was completed by 244 SFMTA staff members, ranging from 15 different groups across the agency. Surveys were completed by staff from the following areas: Transit Operators, Transit Fare Inspectors, Revenue, MTAP/Security, Station Agents, Front desk staff, Transit Training Department, Transit Operators, Transit Supervisors, Communications and Outreach, Muni Customer Service, Citations and Permits, Parking Control Dispatch, MTAP (Muni Transit Assistance Program), Hearing Division, Paratransit, Discount ID Office, and the Taxi, Access & Mobility Services division.

## Factor One Data Analyses

### American Community Survey

Figures II-1 and II-2, on the following page, summarize the estimated total number and proportion of LEP persons in San Francisco compared against the total population and the population of those who commute by public transportation<sup>1</sup>. These figures provide a comparison to the 2012, 2016 and 2019 LAP updates.

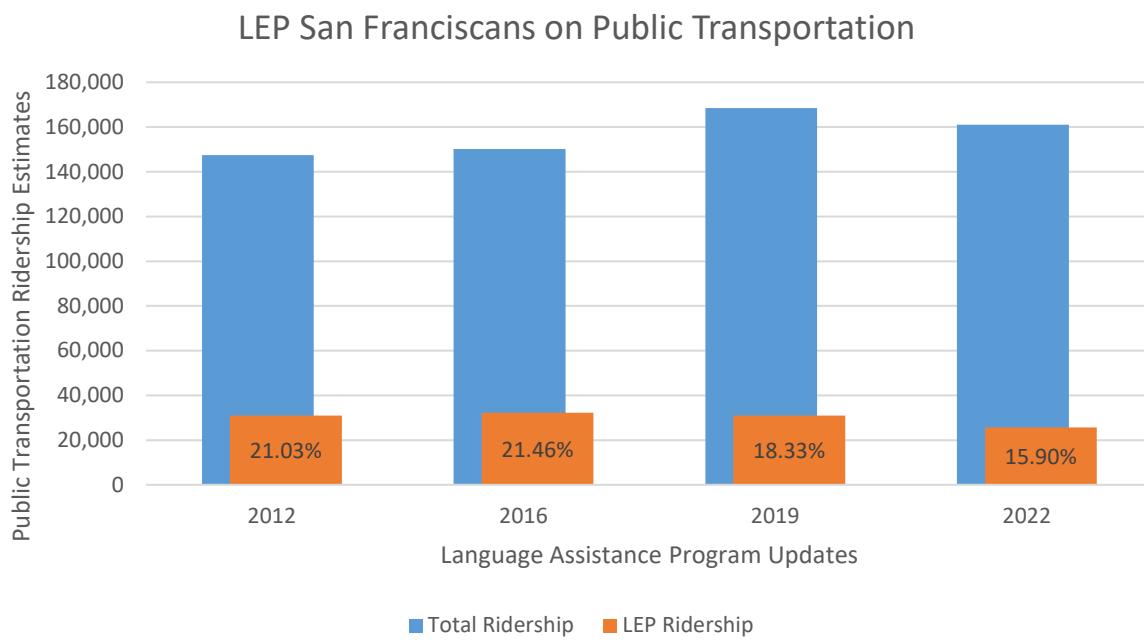
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<sup>1</sup> There are public transportation options in San Francisco that are not managed or operated by the SFMTA—e.g., BART, Caltrain, AC Transit—whose ridership may be counted towards this data. The ACS data does not differentiate between transit providers. Nevertheless, these estimates reflect transit commuters in the SFMTA service area, reflecting those eligible to be served or likely to be encountered by the SFMTA, regardless of what service they choose to ride.



**Figure II-0-2. San Francisco Total and LEP Population Estimates over time.**

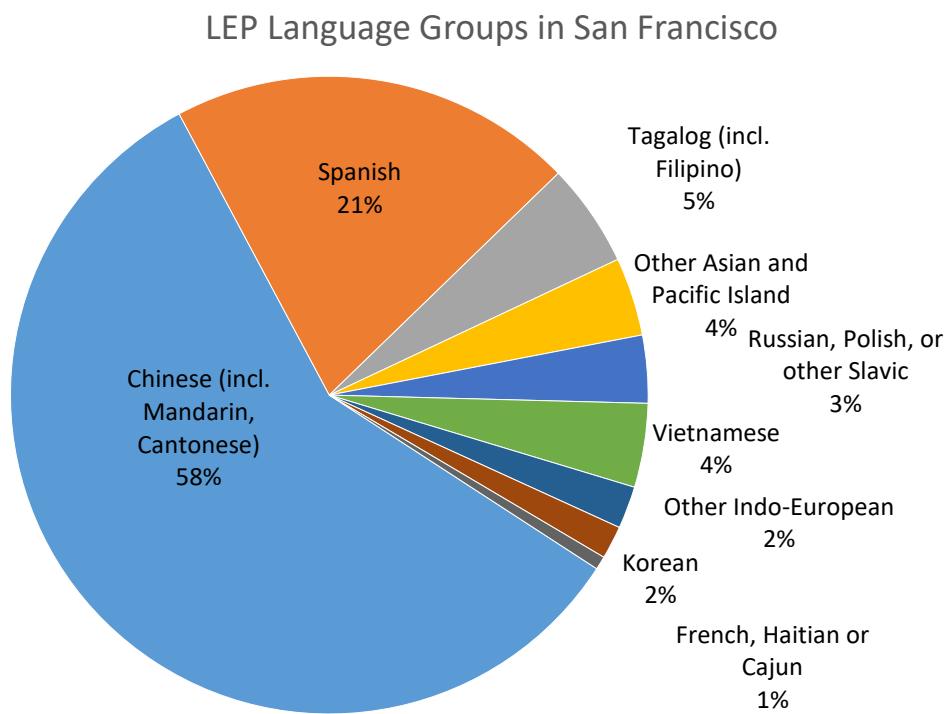
Sources: 2016-2020 American Community Survey Dataset C16001: Language Spoken at Home for the Population 5 Years and Over, ACS Data from 2019, 2016 and 2012 LAP Updates



**Figure II2. San Francisco Total and LEP Public Transportation Ridership Estimates over time.**

Sources: 2016-2020 American Community Survey (ACS) Dataset B08113: Means of Transportation to Work by Language Spoken at Home and Ability to Speak English for Workers 16 Years and Over, ACS data from 2019, 2016 and 2012 LAP Updates

The estimated population of people speaking English “less than very well” in San Francisco is **159,107**, **about 19% of the total population**. Figures II-1 and II-2 both show a slight decline in the proportion of people who self-identify as LEP. Figure II-3 below depicts the most widely spoken language groups<sup>2</sup> among San Francisco’s LEP population. More than half of the LEP population speaks Chinese (primarily Cantonese); about one fifth speak Spanish; the remaining quarter includes a variety of Asian and Indo-European languages.



**Figure II3.**

LEP language @groups in San Francisco with an estimated population of more than one thousand  
Source: 2016-2020 American Community Survey Dataset C16001: Language Spoken at Home for the Population 5 Years and Over

<sup>2</sup> The figure only shows data for Safe Harbor language groups, for which the USDOT requires agencies to provide written translation of vital documents. Safe Harbor languages are LEP language groups that comprise at least five percent of the total population or 1,000 persons. For the full data set, see Appendix A.

## Disaggregating Language Groups

Of the eight languages that meet the Safe Harbor threshold and for which the SFMTA provides written translation of vital documents based on its vital document guidelines, data for Russian, Japanese, and Thai were combined with other languages as part of a programmatic update from the American Community Survey, as discussed above. Comparing LEP population data from before this change provides a better understanding of the most recent ACS data for these languages.

Table II-1 provides the data comparison for the combined language groups that include Russian, Japanese and Thai. Of the languages included in the “Russian, Polish, or other Slavic languages” group, Russian is the largest group based on data analyzed in the 2016 LAP, with an estimated 6,540 LEP persons. Of the ‘Other Asian and Pacific Island languages’ group; Japanese and Thai are the largest individual languages, with an estimated 2,971 and 1,340 LEP persons, respectively.

To estimate the LEP populations from the ACS combined languages groups, the American Community Survey (ACS) data from the 2016 LAP update is combined and the proportion of each language is extrapolated to the current 2016-2020 ACS data. For example, from the 2016 data, Russian comprises 86% of the LEP population who speaks Russian, Polish, Serbo-Croatian, or other Slavic languages; that proportion of the 2016-2020 ACS data results in an estimated 4,654 LEP persons who speak Russian at home. When applying this methodology to Japanese and Thai, there are an estimated 2,219 and 960 LEP persons, respectively.

**Table II-1:**  
**Population estimates for LEP persons by language spoken at home or combined language groups**

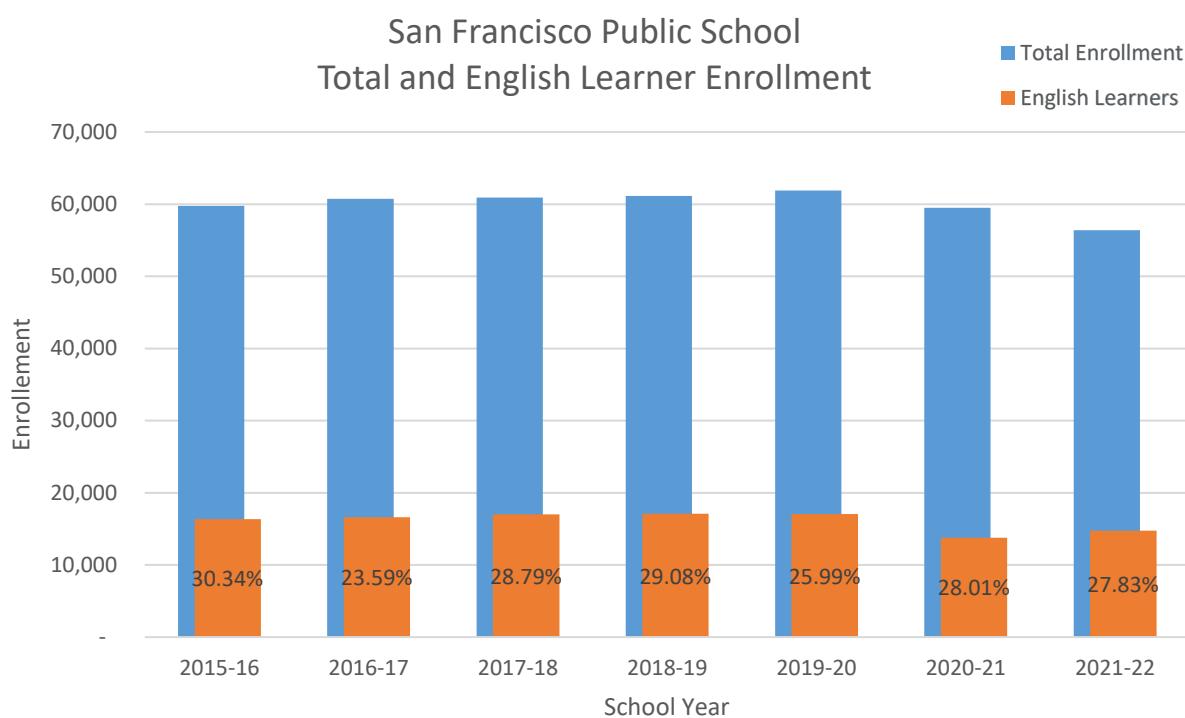
| Languages                                             | 2016 LAP Update | 2016-2020 ACS Data |
|-------------------------------------------------------|-----------------|--------------------|
| Russian, Polish, or other Slavic languages, combined: | 7,562*          | 5,381              |
| Russian                                               | 6,540           | 4,654*             |
| Polish                                                | 179             | 127*               |
| Serbo-Croatian                                        | 434             | 309*               |
| Other Slavic                                          | 409             | 291*               |
| Other Asian and Pacific Island languages, combined:   | 8,687*          | 6,224              |
| Japanese                                              | 2,971           | 2,219*             |
| Mon-Khmer, Cambodian                                  | 387             | 277*               |
| Hmong                                                 | 63              | 45*                |
| Thai                                                  | 1,340           | 960*               |
| Laotian                                               | 293             | 210*               |
| Other Asian                                           | 2,332           | 1,671*             |
| Other Pacific Island                                  | 1,301           | 932*               |

\* Data points extrapolated from the source data.

Sources: ACS data from 2016 LAP Update and 2016-2020 American Community Survey Dataset  
C16001: Language Spoken at Home for the Population 5 Years and Over

## California Department of Education

Total enrollment for public schools in San Francisco for the 2021-2022 school year was 56,377, of which **14,744** (26.15%) students were enrolled as English Learners. As Figure II-4 shows, the proportion of students enrolled as English Learners is consistent for each year since the 2014-15 school year, when the LAP last examined this dataset.



**Figure II4. San Francisco Total and English Learner enrollment over time.**

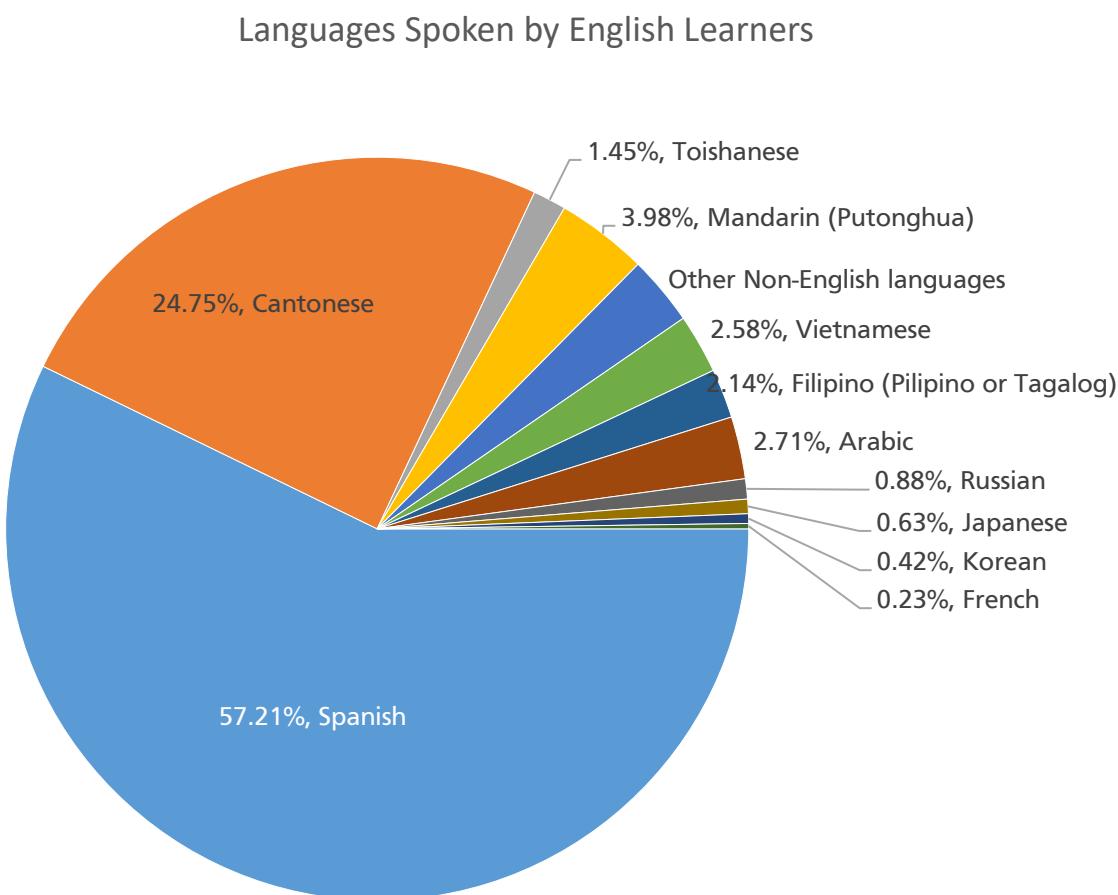
Source: CDE Educational Demographics Office: Language Group Data – Countywide

Figure II-5 depicts the English Learner student population in San Francisco public schools, broken down by language<sup>3</sup>. About half of English Learner students speak Spanish at home; about a quarter speak Chinese (primarily Cantonese but also Mandarin or Toishanese); the remaining quarter includes a variety of Asian

<sup>3</sup> For comparison purposes with the data in Fig. II-3, the languages shown in this chart generally reflect the language groups from the American Community Survey. For the full CDE Language Group data, see Appendix C.

and Indo-European languages. Though the proportions of Spanish and Chinese speakers are essentially flipped when compared to the ACS data, these two languages remain the largest proportion of the LEP population.

There are two key differences between the observed trends in the CDE data and the ACS data: (1) the two largest LEP/EL language groups are Chinese and Spanish, however Spanish is the larger group in the CDE data; (2) whereas ACS data shows a gradual decline in proportion of LEP people, CDE data shows a relatively steady proportion of EL enrollment. It is important to note that CDE is reflective of the K-12 student population who are actively learning English. Upon graduation, these students may not self-identify as LEP by ACS standards.



**Figure II5. San Francisco English Learner 2021-2022 enrollment by language spoken at home.**

Source: CDE Educational Demographics Office: Language Group Data – Countywide

## LEP Customer Research

The number of people we serve has increased a lot during the pandemic, especially when all community centers were closed. We did a lot of home delivered meal services. The population we serve increased almost double, including many new people.

-- CBO Leader, July 2022

To further supplement its Factor One analysis and assist in identifying LEP populations within its service area, SFMTA collected data from the 2017 Muni Systemwide On-Board Study and the 2022 SFMTA Staff Survey and CBO Stakeholder Leader Interviews.

The results from all sources largely reflected the findings of the Census and other data sets detailed in the previous section above with regard to the primary languages spoken in San Francisco. The number of LEP individuals identified by the 2016-2020 American Community Survey, approximately 159,000 – or approximately 19% – San Francisco residents, resonates with the qualitative data provided by CBO leaders in interviews and in-language focus groups held throughout the city. While not a Factor One input, the 2022 Public Participation and Community Language Access Survey also aligns with these metrics and found that 18% of riders self-identified as LEP.



## Muni Systemwide On-Board Study

Under regular circumstances, the SFMTA conducts an on-board survey of Muni customers every five years and relevant data is included in this report. Due to the COVID-19 pandemic and its impact on ridership levels, which are still recovering at the time of the report, the SFMTA was not able to conduct another on-board survey and therefore will not be including data from the 2017 onboard survey, which may not be reflective of current ridership. Relevant data and analysis are included in the 2019 Language Assistance Plan in the context of the most current Census data available at the time, the 2013-2017 American Community Survey.

## LEP Community Based Organization Leadership Interviews

The Community Based Organization leaders that were interviewed represented neighborhood centers, senior Centers, youth and community service providers, and other non-profit groups in different parts of the city and were engaged to understand how their constituents who have “Limited-English Proficiency” engage with and experience SFMTA/Muni services. Several commonalities were identified across the interviews that provide insight into several areas including places where there can be improvement in connecting LEP groups with more information about the services available for them. As able to do so, the same CBO leaders were interviewed as in prior years in order to track trends from report to report. However, COVID impacted ability to interview, some were still closed or had just resumed operations. A total of 27 CBO leaders contributed feedback to the 2022 report. Most CBOs reported that the size of their LEP clientele has increased (Chinese, Filipino, Spanish, Arabic), with some reporting that it has stayed the same (Russian, Vietnamese) over the last three years and a handful saying it has decreased, largely due to COVID-19 factors.

## SFMTA Staff Surveys

SFMTA staff who participated in the SFMTA Staff Survey reported interacting with LEP customers, especially Spanish, Chinese, and Russian speakers, regularly. While COVID-19 impacted ridership levels and service hours at some of the SFMTA’s customer service locations, staff interactions largely reflect the proportions of LEP individuals that are represented in the Census numbers and other data:

- Thirty-two percent of staff members reported interacting with LEP transit customers “many times a day”; slight decrease from 36% in 2019.
- Fifty-seven percent of staff say they interact with LEP customers on a daily basis, a slight decrease from 59% in 2019.
- The staff positions most likely to interact with LEP customers on a daily basis are as follows: Discount ID Office staff (100%), MTAP (79%), Transit Fare Inspectors (77%), Citations and Permits (70%), Parking Control Dispatch (67%), and Paratransit (64%). 2022 data shows a general decrease in staff interaction, with Transit Fare Inspectors down from 88%, Citations and Permits down from 75%, which may be attributable to COVID-19 impacts and reduced ridership levels.

**Table 4: Frequency of Interactions with LEP Customers\***

Source: SFMTA Staff Survey, 2022, 2019, 2016.

| Frequency              | 2016 | 2019 | 2022 |
|------------------------|------|------|------|
| Rarely/ never          | 5%   | 3%   | 6%   |
| Less than once a month | 16%  | 8%   | 6%   |
| A few times a month    | 38%  | 17%  | 18%  |
| A few times a week**   | 14%  | 13%  | 13%  |
| A few times a day      | 6%   | 23%  | 25%  |
| Many times a day       | 21%  | 36%  | 32%  |

\*Sample sizes were different between years, which could affect results. This table also contains supplemental paratransit employee data for 2016.

\*\*The 2019 and 2022 survey question states “Many times a week” instead of “A few times a week”

In all years, the languages most commonly used by LEP customers that staff interacted with were Chinese and Spanish, followed by Russian and Filipino in 2022.

**Table 5: LEP Languages Used in Staff Interactions, All Languages Encountered in LEP Interactions a Typical Week\***

Source: SFMTA Staff Survey, 2016, 2019, 2022.

| Language          | 2016 | 2019 | 2022 |
|-------------------|------|------|------|
| <b>Chinese</b>    | 91%  | 90%  | 86%  |
| <b>Spanish</b>    | 76%  | 83%  | 81%  |
| <b>Vietnamese</b> | 20%  | 26%  | 20%  |
| <b>Russian</b>    | 28%  | 26%  | 28%  |
| <b>Filipino</b>   | 20%  | 20%  | 23%  |
| <b>French</b>     | 17%  | 18%  | 17%  |
| <b>Japanese</b>   | 19%  | 17%  | 11%  |
| <b>Korean</b>     | 12%  | 16%  | 9%   |
| <b>Arabic</b>     | 9%   | 13%  | 12%  |
| <b>Thai</b>       | 6%   | 6%   | 4%   |
| <b>Other</b>      | 1%   | 4%   | 6%   |
| <b>None</b>       | 6%   | 3%   | 5%   |

\*This table contains supplemental paratransit employee data for 2016 only.

The frequency with which staff encounter LEP individuals will be discussed in more detail in Section III (Factor Two).

## Factor One Conclusions

The U.S. Department of Transportation has adopted the U.S. Department of Justice's "Safe Harbor Provision," which outlines circumstances that can provide a "safe harbor" for federal funds recipients like the SFMTA regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Since the 2019 LAP Update, two languages have fallen below the defined thresholds: Arabic and Thai. The current list of languages that meet the Safe Harbor threshold comprises:

- Chinese
- Spanish
- Filipino
- Vietnamese
- Russian
- Korean

- Japanese
- French

Based on data from the most recent US Census Bureau American Community Survey (ACS) and the California Department of Education (CDE) Educational Demographic Office, the SFMTA will continue to provide written translation of documents determined to be “vital” in these eight languages, pursuant to its vital document policy. Translations for other written documents will be determined on a case-by-case basis, depending on type of communication and audience. Appendix B includes maps of the City and County of San Francisco where these eight languages are concentrated, based on the proportion of LEP persons at the census tract level. This information is particularly useful as a reference for focused outreach by SFMTA staff.

About one in five San Franciscans identifies as speaking English “less than very well.” Similarly, about one in five public transit commuters is an LEP person. Chinese (including Mandarin and Cantonese) and Spanish are the most widely spoken LEP language groups in San Francisco. Smaller, but significant, proportions of LEP San Franciscans speak Filipino, Vietnamese and Russian.<sup>4</sup> The table below provides a comparison of the proportions from the ACS and CDE data.

| LEP Language Groups                    | Proportion of LEP Population |                      |                      |                      |
|----------------------------------------|------------------------------|----------------------|----------------------|----------------------|
|                                        | 2019 LAP<br>ACS Data         | 2019 LAP<br>CDE Data | 2022 LAP<br>ACS Data | 2022 LAP<br>CDE Data |
| <b>Chinese</b>                         | 57.08%                       | 26.26%               | 57.11%               | 28.94%               |
| <b>Spanish</b>                         | 20.59%                       | 48.62%               | 20.24%               | 55.58%               |
| <b>Filipino</b>                        | 5.33%                        | 2.01%                | 5.17%                | 2.08%                |
| <b>Vietnamese</b>                      | 3.58%                        | 2.29%                | 4.19%                | 2.51%                |
| <b>Russian</b>                         | 3.91%                        | 0.80%                | 3.38%                | 0.85%                |
| <b>Korean</b>                          | 1.75%                        | 0.40%                | 1.65%                | 0.41%                |
| <b>French</b>                          | 0.62%                        | 0.32%                | 0.66%                | 0.22%                |
| <b>Other Asian or Pacific Islander</b> | 4.18%                        | No data              | 3.91%                | --                   |
| <b>Japanese</b>                        | No data                      | 0.57%                | --                   | 0.61%                |
| <b>Other Indo-European</b>             | 2.36%                        | --                   | 2.12%                | --                   |

Data from the CDE reflects the student population in San Francisco. Differences observed between CDE and ACS data may indicate what the SFMTA can anticipate in future LAP updates as demographics shift, but they generally agree on what languages for which the SFMTA is required to provide translation services.

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<sup>4</sup> ACS data for LEP persons who speak Russian is extrapolated from the ‘Russian, Polish, or other Slavic’ language group. See ‘Disaggregating Language Groups’ on p. 20.

# Section III: The Frequency with Which LEP Individuals Come into Contact with SFMTA's Program (Factor Two)

"Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed..." (DOT LEP Guidance Section V (2)).

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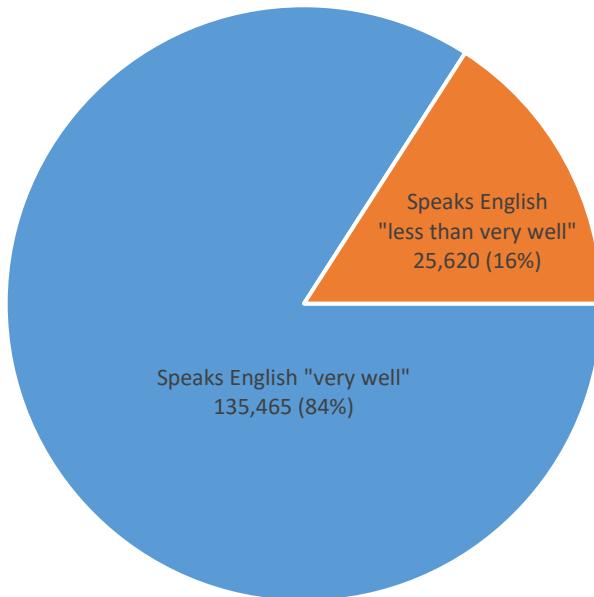
## Introduction

Based on DOT LEP guidance and the SFMTA's desire to conduct a comprehensive review of the frequency with which LEP individuals come into contact with the SFMTA, a multiplicity of data sources were examined, as detailed below.

## Census Data

According to the 2016-2020 American Community Survey on commuting preferences, 161,085 San Franciscans rely on public transportation to get to work; 25,620 of that ridership (15.9%) is LEP. It is important to note that these numbers only reflect trips to work; many other trips not related to work or commuting are occurring on public transit and by other transportation means.

English Proficiency on Public Transportation in San Francisco  
Total Ridership: 161,085



**Figure I-1-1: San Francisco Total and LEP Population Estimates**

Sources: 2016-2020 American Community Survey Dataset B08113: Means of Transportation to Work by Language Spoken at Home and Ability to Speak English for Workers 16 Years and Over

## LEP Customer Research

In addition to Census data, to further assess the frequency with which LEP individuals come into contact with the program, the SFMTA also examined its prior and ongoing contact with LEP customers through the following points of contact and through access to its language assistance services:

- Telephonic language interpretation service data
- 2022 Public Participation and Community Language Access Survey
- SFMTA's ADA Complementary Paratransit Service Customer Information
- SFMTA Public Contact Employee surveys
- Interviews with Community-Based Organization (CBO) Leaders

## Telephonic Interpretation Service Data

The SFMTA can track requests for language assistance through its telephonic language interpretation service, which provides assistance in over 150 languages. Telephonic interpretations were provided as captured in Table 5 below for the languages falling within the Safe Harbor threshold. Results show that Spanish calls were most predominant (60% of total), followed by Cantonese (28% of total). This demonstrates a slight drop in Spanish-assisted calls compared to Cantonese-assisted calls since 2016, while overall call volumes increased significantly.

**Table 5: SFMTA Telephonic Interpretation Service Data, Total Calls per Language, 2016, 2019 and 2022 (July 1<sup>st</sup> – June 30<sup>th</sup> of each year) Source: SFMTA**

|                     |                          | 2016                      |                          | 2019                      |                          | 2022                      |  |
|---------------------|--------------------------|---------------------------|--------------------------|---------------------------|--------------------------|---------------------------|--|
| Language            | Total Calls per Language | Percentage of Total Calls | Total Calls per Language | Percentage of Total Calls | Total Calls per Language | Percentage of Total Calls |  |
| Spanish             | 1470                     | 77.9%                     | 5731                     | 63.74%                    | 2543                     | 74.82%                    |  |
| Mandarin            | 0                        | 0                         | 590                      | 6.56%                     | 149                      | 4.38%                     |  |
| Chinese (Cantonese) | 341                      | 18.07%                    | 2344                     | 26.07%                    | 606                      | 17.83%                    |  |
| Vietnamese          | 28                       | 1.48%                     | 129                      | 1.43%                     | 20                       | 0.59%                     |  |
| Russian             | 17                       | 0.9%                      | 134                      | 6.73%                     | 44                       | 1.29%                     |  |
| Filipino            | 7                        | 0.37%                     | 14                       | 0.16%                     | 3                        | 0.09%                     |  |
| Thai                | 1                        | 0.05%                     | 12                       | 0.13%                     | 0                        | 0                         |  |
| French              | 0                        | 0                         | 15                       | 0.17%                     | 1                        | 0.03%                     |  |
| <u>Korean</u>       | <u>10</u>                | <u>0.53%</u>              | <u>6</u>                 | <u>0.07%</u>              | <u>1</u>                 | <u>0.03%</u>              |  |
| <u>Arabic</u>       | <u>8</u>                 | <u>0.42%</u>              | <u>8</u>                 | <u>0.09%</u>              | <u>1</u>                 | <u>0.03%</u>              |  |
| <u>Japanese</u>     | <u>5</u>                 | <u>0.26%</u>              | <u>8</u>                 | <u>0.09%</u>              | <u>31</u>                | <u>0.91%</u>              |  |
| <u>Total</u>        | <u>1,887</u>             |                           | <u>8991</u>              |                           | <u>3,399</u>             |                           |  |

## SFMTA's ADA Complementary Paratransit Service (SF Paratransit) Data

Since 1990, the Americans with Disabilities Act (ADA) has required all public transit agencies to provide paratransit services to persons with disabilities who are unable to independently use or access public transit because of a disability or disabling health condition. In addition to its fixed route Muni services, SFMTA has provided paratransit services for more than 30 years. SFMTA contracts with a third-party contractor for paratransit brokerage services, including management of the overall SF Paratransit program, and a portion of the demand-responsive transportation services. In its role as the paratransit broker, the third-party contractor also subcontracts with van and taxi companies for the remaining demand-responsive transportation services. SF Paratransit services are provided 24 hours a day, 7 days a week, 365 days a year.

Below is a summary of telephonic language assistance provided in the primary languages spoken by the highest concentrations of LEP individuals in the SFMTA service area by the SF Paratransit office for the timeframe May 2016 to April 2019 and May 2019 through April 2022.

**Table 11: Telephonic Interpretation Service Data for Paratransit Calls**

Source: SF Paratransit

| Language            | May 2016 – April 2019 |                  | May 2019-April 2022 |                  |
|---------------------|-----------------------|------------------|---------------------|------------------|
|                     | # of Total Calls      | % of Total Calls | # of Total Calls    | % of Total Calls |
| Chinese – Cantonese | 827                   | 40.1%            | 727                 | 39.7%            |
| Russian             | 534                   | 25.9%            | 258                 | 14.10%           |
| Spanish             | 393                   | 19.0%            | 538                 | 29.4%            |
| Chinese – Mandarin  | 143                   | 6.9%             | 192                 | 10.49%           |
| Vietnamese          | 37                    | 1.8%             | 39                  | 2.13%            |
| Korean              | 31                    | 1.5%             | 17                  | 0.93%            |
| Filipino            | 18                    | 0.9%             | 7                   | 0.38%            |
| Arabic              | 10                    | 0.5%             | 6                   | 0.33%            |
| Japanese            | 8                     | 0.4%             | 5                   | 0.27%            |
| Thai                | 3                     | 0.1%             | 3                   | 0.16%            |
| French              | 1                     | 0.05%            | 0                   | 0                |

As an additional indicator of language preferences and English proficiency among SF Paratransit applications, close to one half of applicants self-identified on their paratransit eligibility application the language they speak best if they did not select English as their best-spoken language. For this group in both 2016 and 2019, Cantonese and Russian comprised the largest percentage of languages identified.

**Table 12: Paratransit Applicants Language Self-Identification**

**Source: SF Paratransit Trapeze CERT system and MTC's Paratransit Eligibility Application where applicants are allowed to self-identify the language (if other than English) they speak best.**

|                       | 2016 LAP Report                 |               | 2019 LAP Report                |               | 2022 LAP Report                 |               |
|-----------------------|---------------------------------|---------------|--------------------------------|---------------|---------------------------------|---------------|
| Language              | # Applicants Reporting Language | Percent Total | #Applicants Reporting Language | Percent Total | # Applicants Reporting Language | Percent Total |
| English               | 5,986                           | 55.8%         | 8,330                          | 56.33%        | 7116                            | 59.01%        |
| Chinese (Cantonese)   | 1,311                           | 12.2%         | 1,976                          | 13.36%        | 1355                            | 11.24%        |
| Russian               | 1,221                           | 11.4%         | 1,434                          | 9.70%         | 1127                            | 9.35%         |
| Spanish               | 649                             | 6.1%          | 925                            | 6.26%         | 834                             | 6.92%         |
| Chinese Not Specified | 423                             | 3.9%          | 544                            | 3.68%         | 631                             | 5.23%         |
| Not Specified         | 314                             | 2.9%          | 474                            | 3.21%         | 237                             | 1.97%         |
| Filipino (Tagalog)    | 262                             | 2.4%          | 339                            | 2.29%         | 216                             | 1.79%         |
| Chinese (Mandarin)    | 220                             | 2.1%          | 290                            | 1.96%         | 195                             | 1.62%         |
| Japanese              | 102                             | 1.0%          | 59                             | 0.40%         | 72                              | 0.32%         |
| Korean                | 62                              | 0.6%          | 95                             | 0.64%         | 38                              | 0.60%         |
| Vietnamese            | 62                              | 0.6%          | 125                            | 0.85%         | 110                             | 0.91%         |
| French                | 8                               | 0.1%          | 9                              | 0.06%         | 7                               | 0.06%         |
| Italian               | 8                               | 0.1%          | 11                             | 0.07%         | 2                               | 0.02%         |
| Persian               | 8                               | 0.1%          | 15                             | 0.10%         | 10                              | 0.08%         |
| German                | 6                               | 0.1%          | 3                              | 0.02%         | 7                               | 0.06%         |
| Other                 | 85                              | 0.8%          | 146                            | 0.99%         | 93                              | 0.77%         |
| Polish                | 0                               | 0             | 3                              | 0.02%         | 1                               | 0.01%         |
| <b>TOTAL</b>          | <b><u>10,727</u></b>            |               | <b><u>14,775</u></b>           |               | <b><u>12,058</u></b>            |               |

As an additional data point, a survey was conducted with paratransit riders in 2019. It was offered in five languages (English, Russian, Spanish, Chinese, and Vietnamese) and resulted in 63 surveys in Russian (11.7% of all surveys conducted), 23 in Chinese (4.3%), 22 in Spanish (4.1%), and 1 survey in Vietnamese (0.2%). Among those who completed the survey in a language other than English (and are therefore considered limited-English Proficient):

- 11% used paratransit services less than once a week,
- 63% used paratransit services between 1 – 4 times a week
- 18% used paratransit services more than five times a week

### **Frequency of SFMTA Interactions with LEP Customers**

Data collected from the 2022 SFMTA Staff Survey showed that 70% of SFMTA staff reported interacting with LEP customers regularly defined as many times a week or more, a modest decrease from 72% in 2019, which may or may not be attributable to reduced foot traffic and/or customers due to the COVID-19 pandemic. Fifty-seven percent of SFMTA staff surveyed indicated that they interact with LEP riders on a daily basis, slightly less than the 59% who said the same in 2019. The staff positions most likely to interact with LEP customers on a daily basis are those who work as Discount ID Office (100%), MTAP (79%), Transit Fare Inspectors (77%), Citations and Permits (70%), Parking Control Dispatch (67%), and Paratransit (64%).

Surveys were completed by staff from the following areas: Transit Operators, Transit Fare Inspectors, Revenue, MTAP/Security, Station Agents, Front desk staff, Communications and Outreach, Muni Customer Service, Citations and Permits, Parking Control Dispatch, MTAP (Muni Transit Assistance Program), Hearing Division, Paratransit, Discount ID Office, Taxi, access & Mobility Services.

### **Staff Interactions with LEP Language Groups**

In a typical week, SFMTA staff report interacting with Chinese-speaking and Spanish-speaking customers most frequently (Table 13).

**Table 13: LEP Languages Used in Staff Interactions, All Languages Encountered in LEP Interactions a Typical Week\* || Source: SFMTA Staff Survey, 2019, 2016.**

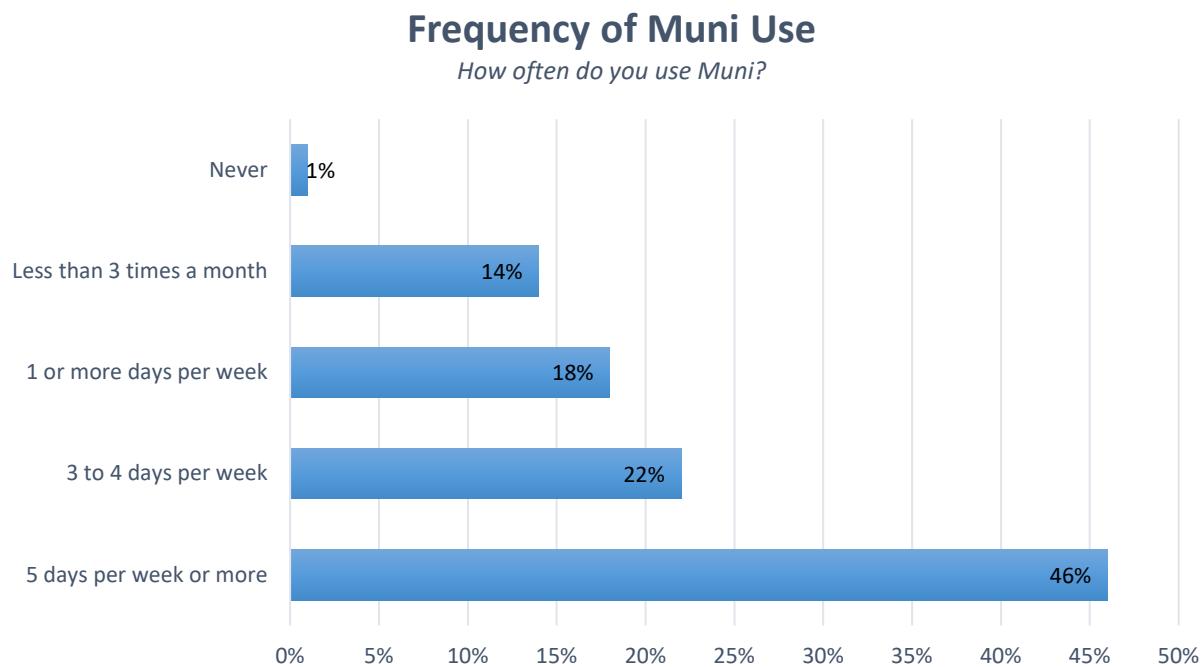
| Language   | 2022 |
|------------|------|
| Chinese    | 86%  |
| Spanish    | 81%  |
| Vietnamese | 20%  |
| Russian    | 28%  |
| Filipino   | 23%  |
| French     | 17%  |
| Japanese   | 11%  |
| Korean     | 9%   |
| Arabic     | 12%  |
| Thai       | 4%   |
| Other      | 6%   |
| None       | 5%   |

\*This table contains supplemental paratransit employee data for 2016.

The most common languages staff encounter are Chinese and Spanish, though they also frequently provide assistance to Russian, Vietnamese, and Filipino-speakers. The languages that staff overhear used by customers, in general, occur at similar rates to the ones used by those asking for help. In turn, some of the smaller language populations, like Japanese and French, require assistance at higher rates than they are overheard, possibly suggesting that signage and information in these languages is less available.

### Reported Frequency of Muni Use by LEP Customers

The LEP customers surveyed relied heavily on SFMTA's transportation services. Nearly half of LEP survey respondents (46%) ride Muni five times a week or more and 85% ride at least once per week. This is a slight decrease from 2019 when 52% indicated they ride Muni five times a week or more and 88% rode once per week. Ridership levels during the COVID-19 pandemic were XX as compared to pre-pandemic ridership.



As shown in the table below, majorities ride Muni at least once a week or more:

**Table 14: Weekly Ridership by Native Language<sup>5</sup>**

Source: SFMTA LEP User Survey 2022

*How often do you use Muni?*

| Native Language | Percent Who Ride Once a Week or More |
|-----------------|--------------------------------------|
| Spanish         | 95%                                  |
| Vietnamese      | 91%                                  |
| Mandarin        | 89%                                  |
| Filipino        | 88%                                  |
| Russian         | 86%                                  |
| Cantonese       | 84%                                  |
| Japanese        | 74%                                  |
| Korean          | 63%                                  |
| French          | 60%                                  |

LEP users most commonly ride Muni during the AM Peak (6AM-9AM) (48%), Midday (9AM-2PM) (54%), as well as during the PM peak (4PM-7PM) (39%). Ridership by the time of day by native language is shown in Table 14. Spanish, Cantonese, Mandarin and Korean speakers all ride most often during the AM Peak and midday. Russian speakers, native Filipino speakers, Vietnamese speakers, French speakers and Japanese speakers, tend to most often ride during the midday hours.

**Table 15: Time of Day by Native Language**

Source: SFMTA LEP User Survey 2022

*What time of day do you use Muni?*

| Time of Day                  | All Resp. | Spanish | Cantonese | Mandarin | Russian | Filipino | Vietnamese | French | Korean | Japanese |
|------------------------------|-----------|---------|-----------|----------|---------|----------|------------|--------|--------|----------|
| AM Peak (6:00 AM - 9:00 AM)  | 48%       | 53%     | 49%       | 55%      | 32%     | 39%      | 40%        | 50%    | 53%    | 35%      |
| Midday (9:00 AM - 2:00 PM)   | 54%       | 46%     | 49%       | 50%      | 76%     | 63%      | 62%        | 70%    | 47%    | 61%      |
| School (2:00 PM - 4:00 PM)   | 27%       | 36%     | 26%       | 29%      | 22%     | 32%      | 18%        | 20%    | 26%    | 32%      |
| PM Peak (4:00 PM - 7:00 PM)  | 39%       | 37%     | 39%       | 46%      | 15%     | 41%      | 28%        | 60%    | 42%    | 39%      |
| Evening (7:00 PM - 10:00 PM) | 16%       | 21%     | 7%        | 11%      | 14%     | 39%      | 10%        | 40%    | 26%    | 19%      |
| Night (10:00 PM - 1:00 AM)   | 7%        | 12%     | 4%        | 4%       | 0%      | 20%      | 3%         | 20%    | 0%     | 13%      |

<sup>5</sup> French, Korean, and Japanese are all small sample sizes of under 40 people. Only threshold languages were included in the analysis.

| Time of Day             | All Resp. | Spanish | Cantonese | Mandarin | Russian | Filipino | Vietnamese | French | Korean | Japanese |
|-------------------------|-----------|---------|-----------|----------|---------|----------|------------|--------|--------|----------|
| Owl (1:00 AM - 6:00 AM) | 3%        | 3%      | 2%        | 0%       | 0%      | 7%       | 1%         | 0%     | 0%     | 6%       |

## Insights from LEP Community-Based Organization (CBO) Leadership Interviews

The CBOs interviewed serve San Franciscans of all ages and from all of the highest LEP concentration populations. (See Appendix E for further details on CBO Interviews) Most CBOs reported that the size of their LEP population has increased with several reporting that it has stayed the same over the last three years; a few who serve families or seniors say the population they serve has decreased because of pandemic-related restrictions and CBO service interruptions.

Comments from CBO leaders interviewed as to the reasons why LEP riders use Muni reflect the survey data described above: most use it for essential shopping, getting to community centers, appointments, and for visiting friends. Parents and kids use Muni to get to school and working adults use it to get to work. CBO leaders indicated that seniors tend to go to medical appointments on Muni and cultural events and others to travel from work to school. Seniors tend to ride it for getting to CBOs, visiting family, appointments, and groceries, whereas young parents and kids need it for traveling to school and work.

When asked whether there were COVID-19 related impacts to the use of transit service, specifically, for the populations they serve, responses included mentions about using public transit due to the perceived exposure to COVID-19 and safety and security concerns, particularly among older adults. Several groups that serve Asian communities cited safety concerns and hesitation to use transit due to the Asian hate crimes being reported in the media. CBO leaders also mentioned their clients experiencing suspended bus routes due to the COVID-19 pandemic.

## Insights from LEP Focus Groups

Findings from the 2022 LEP focus groups also indicate that Muni is a critical part of LEP San Franciscans' daily lives. They rely on Muni to run essential errands, to go to the doctor, to see friends and family and to get to work. The convenience, affordability, and speed of Muni all provide a significant advantage over other forms of transportation. Some commented that at night Muni is safer than walking and that for those who are unable to walk very far, it is essential to helping them get around San Francisco, particularly in the hilly areas.

While Muni was central to participants' daily lives, there were times that participants indicated they avoid riding. Many of the reasons provided aligned with the feedback provided in the survey research and by CBO leaders: LEP customers worried about COVID-19 infection, safety (specifically theft and fights on board), a lack of cleanliness and overcrowding that makes it difficult to carry groceries or bring their children on board.

**“I love riding Muni because I meet so many people and make new friends. It feels very nice because, in my country, I had never taken public transport, unlike now, I use it all the time to go to different parts of San Francisco.”**

**– Spanish Language Focus Group Participant**

**“If Muni were to go away, if I needed to go somewhere far at night, it would be difficult because the streets are so scary. It’s much safer to take Muni.”**

**– Filipino Language Focus Group Participant**

## **Factor Two Conclusions**

Both Census data and SFMTA research demonstrate that LEP individuals are frequent and consistent users of SFMTA's services and programs and that SFMTA serves a significant and diverse LEP customer population. If SFMTA had been able to conduct another Muni Systemwide On-Board Study, this update would have been able to provide an additional reference point and possible insight into the ACS and CDE data. However, the 2022 Public Engagement and Community Language Access Survey does provide insight into frequency of Muni use by LEP populations. These conclusions are particularly well illustrated by the following:

- Based on 2020 U.S. Census data, approximately 16% of San Francisco's approximately 159,000 LEP individuals regularly commute to work on public transit. More still depend on Muni for other daily activities.
- LEP customers use Muni frequently – nearly half of LEP survey respondents (46%) indicated they ride Muni five times a week or more. Nearly nine out of ten LEP survey respondents (85%) ride Muni at least once per week.
- Qualitative data collected through focus groups and CBO leader interviews found that Muni is a key part of LEP San Franciscans' daily lives and allows them to complete essential tasks such as going to work, school and appointments, and getting groceries.

U.S. DOT guidance notes that “the more frequent the contact” with LEP individuals from different language groups seeking assistance, “the more likely enhanced language services will be needed.” Data collected from the 2022 SFMTA Staff Survey showed that 70% of SFMTA staff reported interacting with LEP customers regularly defined as many times a week or more. SFMTA staff reported frequent interactions with LEP customers, especially Spanish, Chinese, and Vietnamese speakers. Fifty-seven percent of SFMTA staff surveyed indicated that they interact with LEP riders on a daily basis, slightly less than the 59% who said the same in 2019. The staff positions most likely to interact with LEP customers on a daily basis are those who work as Discount ID Office (100%), MTAP (79%), Transit Fare Inspectors (77%), Citations and Permits (70%), Parking Control Dispatch (67%), and Paratransit (64%).

# Section IV: The Nature and Importance of SFMTA's Programs, Activities and Services to People's Lives (Factor Three)

"The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed (emphasis added). The obligations to communicate rights to an LEP person who needs public transportation differ, for example, from those to provide recreational programming. A recipient needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual..." (DOT LEP Guidance Section V(4)).

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## Introduction

The SFMTA is well aware of the importance of providing safe, reliable, frequent and comprehensive transit services to all of its customers, including LEP patrons. As stated in DOT LEP Guidance Section V (4)): "...providing public transportation access to LEP persons is crucial. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment."

The analysis included in Factor Two supports this statement for LEP individuals: multiple data sources confirm that a high percentage of LEP individuals reliant on public transportation as a means to get to work as well as a variety of other day-to-day activities. Input received during the in-language focus groups and from LEP respondents to the Public Participation and Community Language Access survey from LEP

respondents provided additional information on the importance of SFMTA's programs, activities and services for LEP populations.

As discussed previously, Muni is a frequent, if not daily, part of LEP San Franciscans' lives. It continues to be used on a frequent basis for daily tasks. LEP riders place a great degree of value on Muni, particularly its convenience and its affordability. While qualitative research participants indicated facing language barriers, which impacted their satisfaction with Muni's services, the percent who said the information provided about Muni in English is hard to understand has declined dramatically as a factor limiting ridership since 2019. However, the most common reasons LEP riders do not use Muni are consistent with prior years: Muni may not go where riders need it to; they express safety and security concerns; and, worry about long travel times.

## Overall Satisfaction with SFMTA Services

CBO leaders expressed mixed satisfaction with SFMTA. They viewed Muni as integral to their communities' ability to get around and noted that their service populations appreciate when SFMTA shares information about its services. CBO leaders feel that SFMTA does a good job of updating digital platforms and translating materials. However, they noted that these materials do not always appear to be reaching LEP communities.

More than one half of the CBO leaders interviewed said the SFMTA should share more information about its services in-language, and a few made comments about the SFMTA's working more closely with local CBOs in communicating about service changes. Overall, CBO leaders appreciated the importance of Muni's role but felt there was room for growth in communicating with LEP populations.

Focus group participants views aligned directly with CBO leaders' perspective. They expressed widespread appreciation for the convenience Muni provides and its affordability. Participants expressed that without Muni they would suffer financial impacts and others mentioned the sense of community and social cohesion that Muni provides. However, they noted that they did not often encounter materials in their language from Muni; those who did felt that the quality of translations needed to be improved for clarity.

**"As someone who has just recently come to this country and City as a refugee, Muni is critically important as it is the only way we can access critical services."**  
– Russian Language Focus Group Participant

## LEP Customer Ridership

As noted earlier in the report, the broad majority of LEP survey respondents indicated that they ride Muni at least once a week and most commonly ride during the AM Peak, Midday and PM Peak. The most common reasons for riding Muni are for essential shopping, like groceries, to go to work, and to go to the hospital or for a medical visit.

These have historically been among the top reasons for using Muni; although visiting family and friends, which was in the top three in 2012, 2016, and 2019, ranked lower on the list of reasons in 2022.

**Table 16: Reason for Riding Muni**

**Source: SFMTA LEP User Survey 2022**

*When you use Muni, what do you use it for?*

| Reason for Riding Muni                    | All Resp. | Spanish | Cantonese | Mandarin | Russian | Filipino | Vietnamese | French | Korean | Japanese |
|-------------------------------------------|-----------|---------|-----------|----------|---------|----------|------------|--------|--------|----------|
| Essential shopping                        | 56%       | 47%     | 56%       | 58%      | 49%     | 59%      | 74%        | 40%    | 42%    | 48%      |
| Going to work                             | 50%       | 36%     | 26%       | 30%      | 20%     | 34%      | 23%        | 30%    | 21%    | 39%      |
| Hospitals/ Medical Visits                 | 41%       | 57%     | 47%       | 55%      | 24%     | 73%      | 40%        | 50%    | 53%    | 42%      |
| Recreational shopping                     | 30%       | 20%     | 16%       | 28%      | 3%      | 22%      | 18%        | 10%    | 0%     | 16%      |
| Visiting friends and family               | 30%       | 35%     | 40%       | 34%      | 34%     | 39%      | 66%        | 20%    | 11%    | 45%      |
| Going to school                           | 19%       | 35%     | 27%       | 26%      | 34%     | 34%      | 26%        | 30%    | 16%    | 35%      |
| Attending recreational or sporting events | 17%       | 27%     | 7%        | 5%       | 25%     | 15%      | 12%        | 0%     | 21%    | 10%      |
| Attending religious/spiritual functions   | 13%       | 19%     | 14%       | 14%      | 14%     | 15%      | 5%         | 20%    | 16%    | 29%      |
| Other                                     | 6%        | 3%      | 2%        | 5%       | 3%      | 12%      | 2%         | 20%    | 5%     | 0%       |

LEP 2022 survey respondents under age 50 used Muni most often to go to work (70%) and to do essential shopping (52%). Those ages 50 and over used it the most to do essential shopping (60%) followed by hospital and medical visits (47%). Under 50 Spanish and Chinese speakers were more likely to use Muni for work/school. Cantonese and Mandarin speakers 50+ use Muni to do essential shopping most often, while Spanish speakers 50+ use it to do essential shopping and get to work.

Feedback provided by CBO leaders and focus group participants as to where LEP customers travel via Muni reflects data collected from LEP survey respondents. Participants in the qualitative research reported that LEP individuals use Muni for shopping, getting to community centers, appointments, school, work and for visiting friends. Much like the general Muni ridership, parents and school-age children use Muni to get to school and working adults use it to commute to and from work.

**“If the bus service were to stop, I wouldn’t be able to go to work, then I would become unemployed. I couldn’t take the kids to school because they’re so far away. I couldn’t go to Chinatown to see the doctor. It would have a huge impact in all of San Francisco.”**  
**– Cantonese Language Focus Group Participant**

“One of their biggest challenges happens when they miss their stop. They can't communicate with the bus driver in

Vietnamese and they don't know how to get back when they get to the next bus.”

-- CBO Leader Interview. 2019

Table 18 shows the top reasons for not riding by native language and indicates a high degree of overlap in the reasons for which individual language groups do not ride Muni at times.

Only five percent of LEP respondents say that they do not ride Muni because the “information in English is hard to understand” and another 5% say it is because “information is not available in my language.”

**This represents a very distinct shift since 2019, when 25% of respondents said they didn't use Muni because the information in English is hard to understand and in 2016 when 18% said the same.** While there are not very notable distinctions by language on this metric, those who say that language barriers on Muni are “very challenging” for them are more than twice as likely to feel like the information is hard to understand in English (11%) or unavailable in their language (11%).

Additionally, other signs of progress are shown in Table 17, showing a distinct decrease in the perception that Muni does not go where they need to go, that they do not know how to get where they need to go, and that they do not know how to buy a ticket.

The one percent of LEP User Survey respondents that said that they never use public transportation provided by the SFMTA prefer to drive themselves (41%) and cite safety and security concerns (35%).

**Table 17: LEP Respondents' Reasons for Not Using Muni 2016 – 2022**

Source: LEP User Survey 2016, 2019 and 2022

| Reason                                 | 2016 | 2019 | 2022 | 2022-2019 Diff. |
|----------------------------------------|------|------|------|-----------------|
| <b>Does not go where I need to go</b>  | 35%  | 52%  | 29%  | -23%            |
| <b>Safety and/or Security Concerns</b> |      | -    | 26%  |                 |
| <b>Prefer to walk</b>                  | 38%  | 24%  | 25%  | +1%             |
| <b>Takes too much time</b>             | 21%  | 18%  | 25%  | +7%             |
| <b>Prefer to drive myself</b>          | 13%  | 25%  | 18%  | -7%             |
| <b>Cleanliness</b>                     |      | -    | 17%  |                 |

|                                                                 |     |     |     |      |
|-----------------------------------------------------------------|-----|-----|-----|------|
| <b>Not reliable (Timeliness, route changes, etc.)</b>           |     | -   | 15% |      |
| <b>Prefer to carpool</b>                                        |     | -   | 13% |      |
| <b>Use taxis or other ride share service (e.g., Uber, Lyft)</b> | 14% | 4%  | 11% | +7%  |
| <b>Costs too much</b>                                           | 9%  | 13% | 10% | -3%  |
| <b>Do not know how to get where I need to go</b>                | 13% | 16% | 8%  | -8%  |
| <b>Information in English is hard to understand</b>             | 18% | 25% | 5%  | -20% |
| <b>Information not available in my language</b>                 |     | -   | 5%  |      |
| <b>Other (please specify)</b>                                   |     | -   | 5%  |      |
| <b>Do not know how to buy a ticket</b>                          | 5%  | 12% | 3%  | -9%  |

**Table 18: Reason for Not Using Muni by Native Language**

Source: SFMTA LEP User Survey 2022

*On any given day, if you do not use Muni, please tell us why.*

| Native Language            | Top 3 Reasons For Not Using Muni                                                                                                        |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| <b>Spanish</b>             | Prefer to walk (28%)<br>Does not go where I need to go (19%)<br>Prefer to drive myself (17%)                                            |
| <b>Chinese – Cantonese</b> | Does not go where I need to go (31%)<br>Safety and security (24%)<br>Takes too much time (23%)                                          |
| <b>Chinese - Mandarin</b>  | Takes too much time (39%)<br>Does not go where I need to go (30%)<br>Safety and security (27%)                                          |
| <b>Russian</b>             | Prefer to walk (40%)<br>Does not go where I need to go (33%)<br>Safety and security (21%)<br>Cleanliness (21%)                          |
| <b>Filipino</b>            | Prefer to walk (41%)<br>Use taxis/rideshare service (34%)<br>Does not go where I need to go (27%)                                       |
| <b>Vietnamese</b>          | Safety and security (35%)<br>Does not go where I need to go (31%)<br>Takes too much time (22%)                                          |
| <b>French</b>              | Prefer to walk (70%)<br>Takes too much time (70%)<br>Unreliable (40%)<br>Does not go where I need to go (40%)                           |
| <b>Korean</b>              | Does not go where I need to go (50%)<br>Safety and security (33%)<br>Cleanliness (28%)<br>Unreliable (28%)<br>Takes too much time (28%) |
| <b>Japanese</b>            | Takes too much time (38%)                                                                                                               |

| Native Language | Top 3 Reasons For Not Using Muni              |
|-----------------|-----------------------------------------------|
|                 | Safety and security (38%)<br>Unreliable (31%) |

CBO leaders indicated that their service populations experienced difficulty in accessing Muni because of overcrowded buses on popular lines and reduction in service as a result of the COVID-19 pandemic, in addition to concerns about safety, particularly at night.

When asked whether there were COVID-19 related impacts to the use of transit service for the populations they serve there were several mentions about using public transit due to the perceived exposure to COVID-19 and safety and security concerns. Several groups that serve Asian communities cited hesitation to use transit due to the Asian hate crimes being reported in the media.

Focus group participants' feedback was consistent with the survey and CBO leader findings. COVID-19 concerns, safety and overcrowding were the main reasons they avoided riding Muni at times.

**“Sometimes when there’s a lot of people, we have to push the little cart and because I have children, it’s so crowded and you cannot get onto the bus.”**  
**– Cantonese Language Focus Group Participant**

## Factor Three Conclusions

SFMTA's transit services are a key means by which LEP individuals in San Francisco accomplish a variety of important and/or critical daily tasks, from getting to work and school, to travelling for shopping, doctor visits, and visiting friends and family. Based on focus groups and CBO leader interviews, LEP customers appear to be mostly satisfied with the overall service provided by Muni, pointing to transit's importance in their daily lives. When LEP individuals choose not to ride Muni, 29% of survey respondents cited that Muni does not go where they need to go, 26% stated that they have safety and security concerns and 25% said it takes too much time. A sharp decline in the percentage who do not ride Muni because they find English hard to understand is an important sign of progress in reaching LEP populations in the last few years.

# Section V: Resources Available to Recipients for LEP Outreach and Related Costs (Factor Four)

The U.S. DOT “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (USDOT 2005) advises that: “A recipient’s level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. (DOT LEP Guidance Section V (4)).

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## Introduction

The last step in the Four-Factor Analysis is intended to assess the resources available to the SFMTA for LEP outreach, as well as the costs associated with that outreach.

Given the diversity of San Francisco’s population and Muni’s ridership, the SFMTA believes it is critical to provide both oral and written language assistance to LEP customers. In keeping with that belief, the SFMTA employs various methods to ensure meaningful access to its benefits, services, information and other important portions of its programs and activities for its LEP customers.

## SFMTA’s Resources and Costs

The SFMTA dedicates significant resources in providing language assistance and outreach to its LEP customers. While exact totals can vary year to year depending on the various public outreach campaigns, capital programs and other agency activities that are being conducted, in general, on an annual basis, the SFMTA’s spends approximately \$880,000 - \$1M to support language assistance, which includes document translation, production (design, printing and mailing costs). Translated documents include car cards, direct mailers, station kiosk signage, customer take-ones, meeting notices, brochures and other customer outreach materials like construction-related notices and information pieces. Approximately 200-500 General Customer Information materials are translated and distributed per year. Topics include safety, security, fare or service changes, agency highlights, project information and other types of general customer information. In addition, 5,000-10,000 multilingual Customer Alerts are produced and posted per year. Customer Alerts notify the public regarding impacts to service due to construction projects, special events, repair/maintenance work, etc.). Translations can be handled by outside vendors or in-house staff, and production of materials is coordinated through the SFMTA’s Marketing group.

Also included in the \$1M are costs associated with language assistance provided in conjunction with our paratransit program; providing interpreters at public meetings, hearings and focus groups; administering multilingual surveys; providing telephonic and video interpretation assistance, running advertisements and legal notices in non-English newspapers and paying a premium to employees who use their bilingual or multilingual language skills in conducting their job duties.

As noted above, all totals are approximate and should be used for reference only given the variance in agency and project needs and resulting expenditures. For example, the SFMTA expended over \$350,000 to support the Language Assistance Plan and Public Participation Plan update effort in order to gather as much data as possible to inform these reports. With this exception, it is assumed, however, that these costs could increase as SFMTA continues to meet the language assistance needs of its LEP customers, based on the availability of resources. Based on feedback from the focus group participants and CBO leadership interviews, LEP populations would like to see more translations in their native languages to the extent possible, particularly in the areas of fare and schedule changes, and posted at locations such as bus stops, housing complexes, and community centers. They also expressed strong interest in having high quality multilingual information available on the SFMTA website and on online apps.

Cost-saving measures include utilizing in-house bilingual or multilingual staff. Employees who have been certified as bilingual through the San Francisco Department of Human Resources certification process receive a bilingual premium for performance of bilingual services such as providing language assistance in person or over the phone and assisting with document and website translation. The SFMTA also looks to other City departments for language assistance, such as the Office of Civic Engagement and Immigrant Affairs (OCEIA), the office in charge of enforcing San Francisco's Language Access Ordinance, which is modeled to some degree on the federal guidelines.

For major public outreach campaigns that include numerous presentations to community and neighborhood groups, senior centers, youth centers, merchant groups, etc., SFMTA staff coordinates with these groups to provide interpretation assistance, as appropriate and as available. Language assistance has been provided at community outreach events in Cantonese, Spanish, Vietnamese, Filipino and Russian. For example, with the Central Subway project, a billion-dollar construction project, the SFMTA relies heavily on the Chinatown Community Development Center (CCDC), a neighborhood community-based organization that serves as a direct link to the members of the Chinatown community. CCDC serves as a direct link to the community and provides oral and written translation assistance.

As resources and circumstances allow, the SFMTA would like to continue to expand its in-house language capabilities, particularly in its Public Outreach and Engagement group – since 2019, additional Spanish-speaking and Cantonese-speaking staff have been hired and positions have been approved for full-time positions for interpreters/translators in Spanish and Chinese. Hiring staff who can write, speak and provide translation services for the agency results in substantial savings and increased access for LEP customers. Where applicable, new positions that become available have language skills listed as desirable qualifications. Multilingual content continues to be available at SFMTA.com and will continue to be expanded, including direct translations to the extent possible and as resources allow. Customer outreach materials are monitored on a regular basis to evaluate which outreach items should be translated into which languages and, when appropriate, it is the SFMTA's practice to post these multilingual materials on

the appropriate language pages on the website so that the same information piece can be communicated through multiple channels. The LEP population concentration maps in the languages spoken by the highest concentration of LEPs in San Francisco, referenced in Factor One and located in Appendix B, enable staff to better assess language needs within particular neighborhoods, which results in more focused translations and outreach as circumstances require.

The SFMTA contracts with outside vendors to provide translation and interpretation services, including equipment, in addition to an agency-wide contract for hiring community ambassadors to provide additional assistance to staff in performing community outreach. Part of the ambassador contract requirements include providing community ambassadors with language capabilities in the primary languages spoken by LEP populations, who will be deployed out into the communities to assist LEP individuals. In addition, three five-year contracts were established in April 2022 for as-needed public outreach and engagement services with a not to exceed contract value for each vendor of \$3,025,000. The scope of services includes supporting SFMTA project teams with planning, crafting, and delivering best practices, and culturally appropriate outreach and engagement with stakeholder communities and the public at-large. The contract also allows the purchase of media buys in non-English outlets.

# Section VI: SFMTA Communications with LEP Populations

“Agencies would be well advised to ask LEP persons whether they are aware of the types of language assistance the agency provides, which of these forms are most beneficial, and what, if any, additional language assistance measures would be most beneficial.” (DOT LEP Guidance Section V(4)).

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## Introduction

Based on the feedback received throughout the outreach and research effort conducted as part of the 2022 LAP update, LEP customers are able to get information about SFMTA services and programs in a variety of ways. They are a very diverse population representing a wide range of languages and lived experiences. The 2022 survey research identified many consistencies with data from 2016 and 2019, for example the website and signage continue to be rated as the most commonly used sources of information about Muni, as well as new ways of connecting with LEP users, such as online apps. LEP riders find it highly important to receive information in their language in a wide number of ways as well, ranging from online platforms (like the website, emails and online apps) to physical ones (such as maps and signs) and through contact with SFMTA staff (like 311).

That said, the SFMTA’s effort to evaluate and improve, where needed, current communications with LEP customers involves delving further into the research gathered to discuss LEP customers’ awareness and preferences for language assistance tools, differences across and between LEP communities in terms of communications preferences, and any barriers to successful communications that were revealed. It should be noted that portions of the data below also appear in the previous chapters outlining the Four-Factor analysis.

## Current Methods Used by Limited-English Proficient Individuals to Get SFMTA Information

LEP customers who participated in the 2022 LEP User Survey report using a variety of information sources to learn about the SFMTA and Muni services. As seen in Table 19 below, the most popular language assistance resources currently used by LEP customers are the Muni website, signs in vehicles, stations and bus shelters, friends and family, and maps in vehicles stations or bus shelters. Over the past few years, the rank order of sources of information has changed: the Muni website has grown in importance while other sources of information have decreased as resources.

**Table 19: Sources of Information about SFMTA and Muni Services Used by LEP Populations**

Source: SFMTA LEP User Survey, 2016, 2019, and 2022.

| Sources of Information                                          | 2016 | 2019 | 2022 | 2022-2019 Difference |
|-----------------------------------------------------------------|------|------|------|----------------------|
| Muni website (SFMTA.com, Munifoward.com, etc.)                  | 34%  | 31%  | 45%  | +14%                 |
| Signs in vehicles, stations, or bus shelters                    | 50%  | 55%  | 31%  | -24%                 |
| Friends and family members                                      | 43%  | 37%  | 26%  | -11%                 |
| Maps in vehicles, stations, or bus shelters                     | 40%  | 43%  | 21%  | -22%                 |
| Online applications or Apps (Moovit, Transit, MuniMobile, etc.) | -    | -    | 20%  | -                    |
| San Francisco's 311 Telephone Customer Service Center           | 28%  | 22%  | 19%  | -3%                  |
| Radio or television ads                                         | 23%  | 28%  | 16%  | -12%                 |
| Email communications                                            | 6%   | 5%   | 11%  | +6%                  |
| Social media posts e.g., Facebook or Twitter                    | 7%   | 7%   | 10%  | +3%                  |
| Community or faith-based organizations                          | 24%  | 13%  | 9%   | -4%                  |
| Text message updates                                            | 6%   | 5%   | 8%   | +3%                  |
| Newspaper ads                                                   | 21%  | 28%  | 7%   | -21%                 |
| Muni's Customer Service Center on South Van Ness                | 18%  | 12%  | 7%   | -5%                  |
| Mailers                                                         | -    | 11%  | 7%   | -4%                  |
| Brochures                                                       | 9%   | 8%   | 5%   | -3%                  |
| Meeting notices                                                 | -    | 5%   | 4%   | -1%                  |
| Muni meetings in my community                                   | 17%  | 9%   | 3%   | -6%                  |
| Ambassadors doing street-level outreach                         | 10%  | 9%   | 3%   | -6%                  |
| SFMTA Board of Directors Meetings                               | 5%   | 2%   | 1%   | -1%                  |

Some notable distinctions by the most commonly spoken language groups include:

- Native Spanish speakers relied most on the website (41%), followed by signage (27%).
- Native Cantonese speakers ranked the website highest as well (46%), followed by friends and family (32%) and signage (27%).

- Those who speak Mandarin also rank the website as the top source of information (46%) but also say signs are a source of information at similar rates (44%).
- Among native Russian speakers the most common source of information was the Muni website (34%).
- Vietnamese speakers ranked community or faith-based organizations highest as their source of information (32%).
- Filipino speakers placed a very high emphasis on the website with 61% saying it is their primary source of information.

Interviews with CBO leaders confirmed that word of mouth is one of the most popular ways for LEP customers to get information about SFMTA. These interviews also revealed that while the Internet and social media are popular ways for LEP customers to learn about SFMTA, a number of LEP groups in San Francisco do not currently use technology for this purpose. CBO leaders also mentioned their centers, schools, and other cultural centers as valuable sources of information about SFMTA for their LEP populations.

Community leaders interviewed suggested a number of ways for SFMTA to best communicate with the LEP populations they serve, including: translated flyers at bus stops and on buses, at popular stores, senior housing centers, CBOs, schools, and community events, postings in native language newspapers and social media, and through ambassadors. CBOs leaders frequently expressed interest in receiving the flyers to share with their clients, especially since many of their clients visit them daily or multiple times each week.

The information focus group participants provided on their sources of information differed from the survey research. While the website was by far the most common source of information among LEP 2022 Survey respondents, focus group participants found it difficult to use and were unaware that it is available in non-English languages. Those who were monolingual felt like lack of in-language content available on mobile apps, such as Transit, Moovit, MuniMobile etc., made those difficult to use as well.

While signage and maps in vehicles, stations, and shelters were a very common source of information among survey respondents, focus group participants' experience using the information at transit stops was mixed. As described in Table X, Spanish speakers specifically felt like the translations on vehicles and at stations were hard to understand and Filipino and Vietnamese speakers said they were often unavailable in their languages.

The information source that was easiest to use was word of mouth from family and friends and CBOs. Focus group participants also found using their smartphone to access Google Translate and Google Maps to be one of the easiest ways of getting information on how to use transit, although older adults tended to be less tech savvy and face barriers to using apps.

**Table 20: Sources of Information Among LEP Focus Group Participants**

**Source: LEP Focus Groups 2022**

| Source of Information                                                                              | Summary of Ease of Information Access Among All Participants                                                                                                                                          |
|----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>311</b>                                                                                         | Few knew language services existed. Russian and Cantonese speakers were more likely to use it, though the latter group said it was still difficult to access and required knowledge of cross streets. |
| <b>At transit stops</b>                                                                            | Somewhat easy to use for most groups, though Filipino and Vietnamese speakers mentioned the material was often either translated poorly or not at all. Spanish speakers said it was difficult to use. |
| <b>Friends, family, strangers on the street, and community organizations (CBOs, schools, etc.)</b> | Easy across the board. Children, grandchildren, friends, neighbors, and community organizations were mentioned in all groups.                                                                         |
| <b>From SFMTA staff/drivers</b>                                                                    | Moderate or difficult for most groups due to language barriers. It was only somewhat easy if staff or drivers spoke the language.                                                                     |
| <b>Mailers</b>                                                                                     | Ease of access is mixed. The material sent to them was not always in their native language, if they received it at all.                                                                               |
| <b>Muni app</b>                                                                                    | Very few, if any, used this method. Cantonese speakers said it was difficult because it was entirely in English.                                                                                      |
| <b>Print, radio, or TV</b>                                                                         | This was difficult for most groups due to lack of content in their languages. Cantonese and Russian speakers said this was made somewhat easier through their respective language stations.           |
| <b>QR codes</b>                                                                                    | Very rarely used. A few younger participants in the Filipino group reported using it.                                                                                                                 |
| <b>Smartphone (including using Google Maps/Translate)</b>                                          | Every group said this mode was easy. A few Vietnamese speakers reported some difficulty due to lack of a smartphone.                                                                                  |
| <b>Social media/emails</b>                                                                         | Largely unused by most participants. The Cantonese group mentioned wanting information access through WeChat.                                                                                         |
| <b>Text alerts</b>                                                                                 | Rarely used. Russian speakers found it difficult because all texts were in English                                                                                                                    |
| <b>Website</b>                                                                                     | Moderate to difficult to use, as the site is only available in English                                                                                                                                |

**“Actually, it’s not that easy to get Chinese language service on [311]. You need to have some basic information in English before you can pose the question. At least you have to know what street you are on.”**

**– Cantonese Language Focus Group Participant**

**“My first time, my child wrote on a piece of paper the name of the station, and took me to the bus station, and said, ‘Mom, get on the bus and give this paper to the driver. The driver will stop for you to get off.’”**

**– Vietnamese Language Focus Group Participant**

**“There isn’t information placed in Muni itself in language [Tagalog]. They need it so monolingual Filipinos can better access it.”**

**– Filipino Language Focus Group Participant**

## Limited-English Proficient Customers' Preference for Language Assistance Tools

In general, LEP 2022 Survey respondents said that it was “most important” that they receive information on the SFMTA/Muni website (51%), 311 Language line (50%), maps in vehicles, stations or bus shelters (49%) and signs in vehicles, stations, or bus shelters (48%). As with their most used sources of information, this indicates the continued importance of the website and a decrease in emphasis on other sources.

**Table 19a: Preferred Language Assistance Tools\***

Source: SFMTA LEP User Survey 2019 and 2022.

*How important is it to receive information in your native language by the following methods? (Please rank each on a scale of 1 to 5, where 1 is Least Important and 5 is Most Important)*

*% Rating “5” – Most Important*

| Tools                                            | 2019 | 2022 | 2022-2019 Difference |
|--------------------------------------------------|------|------|----------------------|
| Muni website (sfmta.com, Muni forward.com etc.)  | 56%  | 51%  | -5%                  |
| 311/Language Line                                | 59%  | 50%  | -9%                  |
| Maps in vehicles, stations, or bus shelters      | 63%  | 49%  | -14%                 |
| Sign in vehicles, stations, or bus shelters      | 62%  | 48%  | -14%                 |
| Muni's Customer Service Center on South Van Ness | 56%  | 43%  | -13%                 |
| Text message updates                             | 45%  | 42%  | -3%                  |
| Online applications/apps                         | -    | 42%  | 42%                  |
| Email communications                             | 42%  | 41%  | -1%                  |
| Friends and family members                       | 52%  | 40%  | -12%                 |
| Mailers                                          | 47%  | 38%  | -9%                  |
| Radio or television ads                          | 54%  | 37%  | -17%                 |
| Brochures                                        | 44%  | 36%  | -8%                  |
| Ambassadors doing street-level outreach          | 49%  | 35%  | -14%                 |
| Social media posts e.g., Twitter or Facebook     | 42%  | 35%  | -7%                  |
| Meeting notices                                  | 42%  | 34%  | -8%                  |
| Newspaper ads                                    | 57%  | 33%  | -24%                 |
| Community or faith-based organizations           | 48%  | 33%  | -15%                 |
| SFMTA Board of Directors Meetings                | 41%  | 33%  | -8%                  |

Some notable distinctions by the most commonly spoken language groups include:

- 44% of native Spanish speakers say that maps in vehicles, bus stations, and shelters are the most important language tools and 42% say the same about signage in those places, with 40% saying the website is most important.
- Cantonese speakers rank the website (59%), 311 language line (58%), and maps and signs as most important (53%).
- Mandarin-speaking respondents identified 311 as most important (63%) followed by the website (60%) and signs in vehicles, stations and shelters (56%).

- Russian-speakers differ slightly from others and say the customer service center is most important (42%) and the 311-language line are most important (40%).
- Filipino respondents ranked text messages highest (46%), closely followed by signage (45%), the website (44%), the customer service center (42%) and apps (42%).
- Native Vietnamese speakers saw maps (54%), signs (52%), and the 311-language line (50%) as the most important language tools.
- Thirty percent of native French speakers said the website was most important and 22% identified emails and mailers as most important.
- Half of Korean speakers said maps in vehicles, signs and stations are the most important tools, 47% said online apps and 42% say the website is most important.
- Native Japanese speakers identify the 311-language line (40%), the website (35%), and the customer service center (33%).

It is worth highlighting that the 2022 research included the addition of online applications, or apps, as a potential source of information and language tool. Twenty percent of respondents indicated that it is a current source of information for them and 42% said it is “most important.” More than two in five Cantonese, Mandarin, Filipino, and Vietnamese speakers rated it among the most important tools. Additionally, while they represent small samples of the survey, 71% of native Arabic speakers, 50% of native Thai speakers and 47% of native Korean speakers rated it as “most important.”

While social media has declined in importance as a source of information, with 35% rating it among the most important language tools compared to 42% in 2019, it remains a highly relevant communications tool. As shown in Table 21, Facebook and WeChat are the most commonly used social media platforms.

As shown in Table 21, the use of social media platform by language varies greatly:

- Native Spanish speaking respondents use Facebook far more than any other platform.
- Cantonese and Mandarin speakers favor WeChat.
- Russian speakers use Facebook the most, but a majority say that they do not use any social media platform at all.
- Vietnamese speaking respondents were divided, more than two in five said they use Facebook while over half do not use social media at all.
- Filipino speakers use Facebook at very high rates (68%).

**Table 21: Social Media Platform Use by Most Commonly Spoken Non-English Languages**  
**Source: SFMTA LEP User Survey 2022**

*What social media platforms do you use most (Select all that apply)?*

| Social Media Platform | All Resp. | Spanish | Cantonese | Mandarin | Russian | Filipino | Vietnamese | French | Korean | Japanese |
|-----------------------|-----------|---------|-----------|----------|---------|----------|------------|--------|--------|----------|
| Facebook              | 41%       | 59%     | 29%       | 36%      | 37%     | 68%      | 43%        | 20%    | 37%    | 39%      |
| WeChat                | 33%       | 1%      | 65%       | 76%      | 0%      | 2%       | 11%        | 0%     | 0%     | 3%       |
| Instagram             | 17%       | 28%     | 9%        | 16%      | 19%     | 32%      | 3%         | 20%    | 21%    | 19%      |
| TikTok                | 10%       | 26%     | 5%        | 12%      | 0%      | 17%      | 3%         | 10%    | 0%     | 3%       |
| Twitter               | 8%        | 8%      | 4%        | 9%       | 3%      | 12%      | 1%         | 30%    | 5%     | 19%      |
| LinkedIn              | 6%        | 3%      | 2%        | 6%       | 5%      | 10%      | 1%         | 20%    | 16%    | 10%      |

|                                |     |     |     |     |     |     |     |     |     |     |
|--------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Do not use social media</b> | 25% | 13% | 19% | 12% | 51% | 24% | 51% | 30% | 42% | 35% |
| <b>Other</b>                   | 4%  | 5%  | 3%  | 2%  | 3%  | 2%  | 2%  | 10% | 5%  | 10% |

Two-thirds of LEP users use smartphones to access SFMTA/Muni information, including majorities of respondents from every language group.

Interviews with CBO leaders indicate that TV and radio are still highly important in reaching seniors who may have more limited tech abilities. CBO leaders also indicated that LEP customers find in-language TV news shows and in-language newspapers helpful ways to get information about SFMTA.

Focus group participants' top priority was an expansion of the number of bilingual drivers, ambassadors and staff in their neighborhoods. Few were familiar with 311 as a resource and thought it would be very helpful if more people were familiar with it and it were more broadly promoted. Another common and related request was having announcements available in multiple languages while riding Muni, as several have found themselves uncertain what to do if there are announcements about unexpected events, like a detour or bus going out of service.

Other categories of outreach included bilingual mailers and leveraging ethnic media; this was particularly important to Filipino and Spanish-speaking participants who suggested TV as a source of information. Participants also requested improved and increased translations of signage and informational materials to be distributed at transit stops and key locations in the community, like housing buildings and churches.

Participants were interested in text message updates as a way of receiving rapid translated information. Filipino participants were specifically interested in an efficient way of submitting complaints, either on Facebook or via text message (and as shown in Table X Facebook is the most commonly used social media platform among the Filipino LEP population).

“I remember one day the bus was broken and all the passengers were supposed to get off the bus. The announcement was made in English, Spanish, and Chinese but not in Russian. It just so happened that there were a few Russian speaking residents on that bus, and they did not understand the announcement, and when everybody left the bus, they were still seated.”

– Russian Language Focus Group Participant

“Include Chinese in announcing the name of the street or stop. That will be most helpful because a lot of people don’t know English.”

– Cantonese Language Focus Group Participant

## SFMTA Information Most Critical for Limited-English Proficient Customers

LEP respondents ranked safety and security, schedules, service changes and detours, and route information as the most important for them to receive in their native language (Table X). This is consistent with many of the top priorities of 2019. However, as shown below, safety and security has moved up as

the most important piece of information to get from Muni. At the same time, the importance LEP users place on all of the types of information has decreased.

Safety and security also ranked highly regardless of the time of day riders use Muni. Native Cantonese, Mandarin, Vietnamese and Arabic speakers all ranked safety and security particularly high in importance.

**Table 22: Importance of Receiving Information in Their Native Language**

**Source: SFMTA LEP User Survey 2022**

How important is it to you to get the following SFMTA/Muni information in your native language? (Please rank each on a scale of 1 to 5, where 1 is Least Important and 5 is Most Important)

*% Rating “5” – Most Important*

| Type of Information                                              | 2019 | 2022 | 2022-2019 Difference |
|------------------------------------------------------------------|------|------|----------------------|
| <b>Safety and security information</b>                           | 69%  | 60%  | -9%                  |
| <b>Schedules</b>                                                 | 74%  | 57%  | -17%                 |
| <b>Routes</b>                                                    | 72%  | 56%  | -16%                 |
| <b>Service changes/detours</b>                                   | 68%  | 56%  | -12%                 |
| <b>Bus Conditions (broken equipment, cleanliness, etc.)</b>      | 62%  | 52%  | -10%                 |
| <b>Fare changes</b>                                              | 66%  | 51%  | -15%                 |
| <b>Notice of available language assistance (verbal, written)</b> | 62%  | 50%  | -12%                 |
| <b>Fare information and/or ticket vending machines</b>           | 62%  | 46%  | -16%                 |
| <b>How to file a complaint/commendations</b>                     | 61%  | 46%  | -15%                 |
| <b>Ridership Information/Guide</b>                               | 64%  | 45%  | -19%                 |
| <b>ADA/Accessibility for the disabled</b>                        | 64%  | 42%  | -22%                 |
| <b>Meeting notices</b>                                           | 51%  | 38%  | -13%                 |

The types of information ranked “most important” most often by the most frequently spoken languages is as follows:

- Spanish speakers rate how to file a complaint (44%), fare changes (43%), safety and security (43%) and service changes and detours (43%) highest.
- Cantonese speakers rank safety and security (66%), service changes and detours (63%), and schedules (61%) as most important most often.
- Mandarin speakers rate safety and security (72%), schedules (66%), service changes and detours (65%), and routes (64%) most important.

- Russian speakers prioritize routes (49%) and safety and security information (47%).
- Filipino speakers rate safety and security highest at 58% and schedules (56%) highly, as well.
- For Vietnamese speakers schedules (75%), safety and security (70%), routes (68%) and language assistance (68%) were most important.
- Native French speakers rate safety and security information (30%), language assistance (22%) and meeting notices (22%) highest.
- Korean-speakers rate routes (44%), service changes and detours (41%) and dare changes (39%) and safety and security (39%) highest.
- Among native Japanese-speakers service changes and detours (52%), routes (50%), and schedules (45%) as most important.

The feedback provided in the focus groups on the most vital information, aligned with the survey. Focus group participants felt the most important information to receive was on routes, schedule changes, fare changes and safety, as well as delays and how to submit feedback about an operator. Comments from focus group participants in 2016 aligned with those from 2022, as they too expressed a desire for information on SFMTA schedules, routes, service changes, security, and filing complaints.

CBO leaders said LEP individuals ask them most often about routes and service, particularly if they are going somewhere new or there has been a service interruption, as well as fares and discounted Clipper Cards. CBO leaders interviewed in 2016 said the most common questions asked of them by their service populations included special programs and discounted passes, transit information, accessing Muni, and routes. CBO leaders in 2019 also mentioned helping with paratransit applications.

As an additional data point, Table 23 below demonstrates the category of questions most frequently asked by LEP customers to public contact staff who participated in the 2022 internal survey. SFMTA staff members surveyed reported that LEP customers they are in contact with are typically seeking information about routes, schedules and fares, which is consistent with the information customers report as the most critical for them in using Muni.

**Table 23: Questions Most Frequently Asked by LEP Customers\***

Source: SFMTA Internal Staff Survey, 2022.

| Question                         | 2012 | 2016 | 2019 | 2022 |
|----------------------------------|------|------|------|------|
| <b>Routes</b>                    | 24%  | 74%  | 22%  | 58%  |
| <b>Schedules</b>                 | 17%  | 41%  | 13%  | 39%  |
| <b>Complaints/commendations</b>  | 5%   | 21%  | 9%   | 27%  |
| <b>Fares/fare media</b>          | 26%  | 39%  | 18%  | 55%  |
| <b>Citations/Parking Permits</b> | 3%   | 15%  | 8%   | 30%  |
| <b>ADA</b>                       | 3%   | 12%  | 6%   | 18%  |
| <b>Bus Conditions</b>            | 3%   | 8%   | 3%   | 9%   |
| <b>Accidents</b>                 | 2%   | -    | -    | -    |
| <b>Discrimination</b>            | 1%   | -    | -    | -    |
| <b>Crime/security</b>            | -    | 8%   | 4%   | 13%  |

|                                |   |     |    |     |
|--------------------------------|---|-----|----|-----|
| <b>Service changes/detours</b> | - | 23% | 8% | 23% |
| <b>Public information</b>      | - | 13% | 5% | 11% |
| <b>Other</b>                   | - | -   | 5% | 13% |

## Limited-English Proficient Customers' Communication Challenges and Barriers

While there is always progress to be made in reducing language barriers and ensuring LEP populations can comfortably access public transportation, one notable improvement is the decrease in the percentage of survey respondents who said they found language barriers to be “very challenging” when using Muni. In 2016 36% said the barriers were “very challenging” and in 2019 41% said the same; however, in 2022 only 22% indicated that language barriers were “very challenging for them overall.” Another 28% said that language barriers were “somewhat challenging” for them.

### Question 17 by Language, filtered by LEP

| Language Barriers     | Total | Language |           |          |         |          |            |        |        |          |
|-----------------------|-------|----------|-----------|----------|---------|----------|------------|--------|--------|----------|
|                       |       | Spanish  | Cantonese | Mandarin | Russian | Filipino | Vietnamese | French | Korean | Japanese |
| Total Challenging     | 50%   | 43%      | 58%       | 58%      | 15%     | 59%      | 77%        | 10%    | 42%    | 68%      |
| Total Not Challenging | 50%   | 57%      | 42%       | 42%      | 85%     | 41%      | 23%        | 90%    | 58%    | 32%      |

Vietnamese speakers were, by far, the most likely to report language barriers to be very challenging for them, with 58% selecting that option in the survey. Additionally, those who do not use a smartphone were more likely than others to find language barriers very challenging (51%).

As mentioned previously in the report, 5% of respondents said information being hard to understand in English was a reason they don't ride Muni and another 5% said it was because of a lack of information in their language.

Consistent with the survey, the biggest challenge that could be addressed through communication that CBO leaders reported for their service populations was learning about service, route, or schedule changes. As discussed earlier in the report, safety was also a commonly mentioned issue among CBO leaders. As with prior years, CBO leaders said a lack of information on this can have negative consequences like confusion about where they are traveling. CBO leaders in 2019 said they educated LEP individuals on using Clipper cards, paratransit, and information about fare increases; in 2022 CBO leaders provided similar feedback and some said they often helped LEP individuals learn how to get to their destination.

LEP focus group participants experienced consistent language barriers when riding Muni which affected their experience and willingness to ride Muni. Some of the challenges experienced included not being able to read signs with information about routes, schedules, and important updates and confusion about the meaning of inbound and outbound routes. While some, particularly in the Cantonese-speaking group, felt

like language barriers were a struggle that did not deter them from riding; others, particularly recent immigrants like Ukrainian refugees, were more fearful of using transit because of difficulties with the language. Those who experienced language barriers relied on friends and family and word of mouth to understand how to use Muni. The lack of verbal announcements in some languages, like Russian or Vietnamese, pose a challenge for those LEP populations when they are onboard Muni and, as previously discussed, there was a widespread desire for increasing the number of languages in which announcements are made.

## SFMTA Staff Communications with Limited-English Proficient Customers

Fifty-seven percent of SFMTA staff surveyed indicated that they interact with LEP riders on a daily basis. The staff positions most likely to interact with LEP customers on a daily basis are those who work as Discount ID Office (100%), MTAP (79%), Transit Fare Inspectors (77%), Citations and Permits (70%), Parking Control Dispatch (67%), and Paratransit (64%). When attempting to communicate with LEP customers, SFMTA staff who are located out in the field (and do not have access to telephone interpretation services, including 311) reported seeking the help of other employees or other customers who speak the same language for assistance, trying to find a way to get around the language barrier or referring the rider to 311, all methods recommended in the DOT Policy Guidance. Only 17% of transit operators reported referring customers to 311 – lower than other field staff positions – highlighting an opportunity to continue educating transit operators regarding this important language assistance tool.

## Perception of SFMTA Services and Communications

### CBO Leadership Interview Results/Observations

- Most of the CBOs that serve Chinese, Vietnamese and Spanish, Russian and Arabic speaking clients reported that LEP individuals frequently get their information about Muni from word of mouth, signs at the stop (such as transit shelter) or through their CBO.
- All groups suggested that the best way for Muni to communicate with the individuals served that are LEP was to provide more information in their languages that is easy to understand and have more staff that speak the language available to assist, such as drivers and customer service staff and ambassadors and increased signage aboard vehicles and at transit stops.
- For languages such as Chinese and Spanish, increased use of traditional news channels to disseminate information is still very useful for seniors who watch the news and listen to radio (Examples KTSF and Chinese News Radio, Univision and Telemundo news).
- A CBO that serves Spanish-speaking constituents, many of whom are monolingual, suggested that the SFMTA use a lot of visuals with very basic level Spanish as this can produce a higher understanding across more of the population. They provided an example that especially during COVID a lot of the informational materials being produced by public agencies were very academic and this made messaging difficult.
- Visuals make information more accessible across varying levels of literacy.

- CBOs across the city representing all ten languages suggested that translated materials be written at about a sixth-grade level.
- Some of the difficulties expressed in accessing Muni was overcrowded buses on popular lines and reduction in service as a result of COVID as well as concerns about safety, particularly at night.
- When asked whether there were COVID-19 related impacts to the use of transit service for the populations they serve there were several mentions about using public transit due to the perceived exposure to covid and safety and security concerns. Several groups that serve Asian communities cited safety concerns and hesitation to use transit due to the Asian hate crimes being reported in the media.
- Most of the CBOs that serve Chinese, Vietnamese and Spanish, Russian and Arabic speaking clients reported that LEP individuals frequently get their information about Muni from word of mouth, signs at the stop (such as transit shelter) or through their CBO.
- All groups suggested that the best way for Muni to communicate with the individuals served that are LEP to better serve them was to provide more information in their languages that is easy to understand and have more staff that speak the language available to assist such as drivers and customer service staff and ambassadors and increased signage aboard vehicles and at transit stops. For languages such as Chinese and Spanish increased use of traditional news channels to disseminate information is still very useful for seniors who watch the news and listen to radio (Examples KTSF and Chinese News Radio, Univision and Telemundo news).
- While focus group participants place a high degree of value on Muni, their experiences aligned with the CBO leaders' feedback. LEP focus group participants say that they do not routinely come across materials in their language when riding Muni and had little familiarity with 311 as a resource. Additionally, they noted that informational materials are at times translated unclearly so they instead rely more on community organizations and family and friends to learn to navigate Muni.

## Conclusions

Research conducted to for the 2022 Language Assistance Plan shows that there have been notable improvements in addressing language barriers that prevent LEP customers from using SFMTA's transit service.

The quantitative and qualitative research indicated that routes, schedules, and service changes continue to be among the most important types of information for LEP populations to receive. Both the qualitative and quantitative data indicate a relative rise in safety and security concerns.

Despite the notable progress made in addressing language barriers, there is still an opportunity to improve communication of important information. This can be accomplished by increasing efforts to enhance awareness about existing language assistance tools and resources provided by the SFMTA among LEP customers. These efforts can be supplemented by providing additional in-language materials and signage, particularly about service and route changes, and continuing to work with CBOs to identify areas for improvement for specific LEP populations.

Other notable conclusions:

- Information collected from the CBO leader interviews since 2016 through the present data collection effort suggest that CBOs continue to be a consistent and cost-effective way for the SFMTA to relay information to LEP customers, as many of the individuals they serve ask questions about transit. This reinforces and validates SFMTA's current practice of partnering with them and plans to continue expanding the network to include an even more diverse set of organizations in terms of both language, populations served and geographical spread.
- Data collected from the 2022 LEP User Survey suggests that the SFMTA should prioritize translating safety and security, schedule, route and service change information.
- The survey research indicates that the top language tools where this information should be shared are on the SFMTA website and the 311-language line, as well as on signs and maps in vehicles, stations, and bus shelters. While digital tools are rising in importance and are among the most important tools available, both the quantitative and qualitative research underscore the importance of signage in providing information in an inclusive and accessible manner.
- Despite the improving survey metrics, focus group participants still feel like accessing information in their language is a challenge and few encounter it routinely. They expressed a desire for announcements in their language, well-translated materials widely available in the community, and, in some cases, for operators who speak their language.

Based on the outcome of the Four Factor analysis and the research conclusions detailed above, SFMTA will continue to employ a wide variety of verbal and written language assistance services, primarily in the languages spoken by the limited-English proficient individuals most frequently encountered (primarily Cantonese and Spanish) and other languages as well, such as Russian and Vietnamese based on LEP concentrations, and Filipino (pursuant to San Francisco's Language Access Ordinance) to ensure that communications with LEP customers are accurate, timely and result in meaningful access to SFMTA's services and programs. Many of the current language assistance services offered by the SFMTA and being used by LEP customers are described in the U.S. DOT guidance as "Promising Practices," including bilingual or multilingual SFMTA staff; telephonic interpretation services, including the San Francisco Telephone Customer Service Center ("311"), the multilingual website, extensive multilingual signage and the SFMTA's close partnerships with community-based and cultural organizations. These services are described in further detail in the Language Assistance Implementation Plan (Section VIII of this document).

# Section VIII: Language Assistance Implementation Plan

After completing the Four-Factor Framework, the DOT LEP Guidance recommends that agencies use the results of the analysis to determine which language assistance services are most appropriate to address the needs of the LEP populations they serve. The DOT LEP Guidance notes that effective implementation plans typically include the following five elements: 1) identifying LEP customers who need language assistance; 2) providing language assistance measures; 3) training staff; 4) providing notice to LEP customers; and 5) monitoring and updating the plan.

## Element 1: Identifying LEP Individuals Who Need Language Assistance

### What the DOT Guidance Says:

**“There should be an assessment of the number or proportion of LEP individuals eligible to be served or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis...” (DOT LEP Guidance Section VII (1)).**

The 2016-2020 Five-Year U.S. Census American Community Survey (ACS) data revealed there are 159,107 LEP individuals residing in the City and County of San Francisco. This is 19% of the total population of the City. According to the ACS, 15.9% of the population who report using public transit as their primary means of transportation to work are LEP individuals. Noting that these numbers are only an account of work trips and that there are public transportation trips being taken for other reasons, it can be assumed that even more trips are being taken by LEP individuals.

Based on the detailed analyses provided in Factor One and Factor Two above, there is substantial evidence to indicate that there is a significant LEP population within the SFMTA service area and that it accounts for a large number of SFMTA customers. These analyses are based on Census, school and other data sources and frequency of contact data provided through Language Line access, website access, employee surveys, focus group results and surveys completed by LEP customers and CBO leaders.

The analysis also identifies the “Safe Harbor” languages that fall within the “Safe Harbor Provision,” as established by the Department of Justice and as adopted by Department of Transportation, which provides for written translation of vital documents for each eligible LEP group that constitutes five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered. For the SFMTA, those languages comprise: Chinese, Spanish, Filipino, Vietnamese, Russian, Korean, Japanese and French.

Chinese (including Mandarin and Cantonese) and Spanish are the most widely spoken LEP language groups in San Francisco. Smaller but significant proportions of LEP San Franciscans speak Filipino, Vietnamese and Russian.<sup>6</sup> Below is a comparison of the proportions from the ACS and CDE data.

| LEP Language Groups             | Proportion of LEP Population |                                  |
|---------------------------------|------------------------------|----------------------------------|
|                                 | ACS Data (2016-2020)         | CDE Data (2021-2022 School Year) |
| Chinese                         | 57.11%                       | 28.94%                           |
| Spanish                         | 20.24%                       | 55.58%                           |
| Filipino                        | 5.17%                        | 2.08%                            |
| Vietnamese                      | 4.19%                        | 2.51%                            |
| Russian                         | 3.38%                        | 0.85%                            |
| Korean                          | 1.65%                        | 0.41%                            |
| French                          | 0.66%                        | 0.22%                            |
| Other Asian or Pacific Islander | 3.91%                        | --                               |
| Japanese                        | --                           | 0.61%                            |
| Other Indo-European             | 2.12%                        | --                               |

## Element 2: Language Assistance Measures

### What the DOT Guidance Says:

**“An effective LEP plan would likely include information about the ways in which language assistance will be provided.” (DOT LEP Guidance Section VII (2)).**

The SFMTA is committed to ensuring meaningful access to the benefits, services, information and other important aspects of its programs and activities for its LEP customers. As detailed above in Factor Three, transit is an important, if not critical service to the LEP population, in particular to youth and senior riders. And similar to conclusions drawn from the prior research effort, the most vital information needs, regardless of LEP group, are information on routes, fares and schedule changes, with safety and security information also being highlighted by 2022 Survey respondents. The SFMTA employs several oral and written language assistance services to ensure reasonable and meaningful access to its program and services. Many of these services were mentioned by LEP participants throughout the research process as services they were familiar with and accessed in order to engage with SFMTA’s programs and services. To ensure that SFMTA staff is aware of the types of language services available, Title VI and Language Assistance training is provided to employees throughout the agency.

For context, approximately 200-500 General Customer Information materials are translated and distributed per year. Topics include safety, security, fare or service changes, agency highlights, project information and other types of general customer information. In addition, 5,000-10,000 multilingual Customer Alerts are produced and posted per year. Customer Alerts notify the public regarding impacts

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<sup>6</sup> ACS data for LEP persons who speak Russian is extrapolated from the ‘Russian, Polish, or other Slavic’ language group. See ‘Disaggregating Language Groups’ on p. 20.

to service due to construction projects, special events, repair/maintenance work, etc. Translations are handled through outside vendors or in-house staff and production of materials is coordinated through the SFMTA's Marketing group.

Oral and written language assistance services include:

- Distribution and posting of multilingual meeting and information notices, Customer Alerts, Take Ones, brochures, flyers and postcards; postings in transit, transit stations, bus shelters, station kiosks and on the SFMTA website; direct mail to affected customers, residents and business owners; and email blasts to Community-Based Organizations (CBOs), stakeholders, advocacy groups, neighborhood groups, places of worship, schools and other interested individuals. Languages for translation are determined based on content, pursuant to the SFMTA's vital document policy, and in some circumstances, after consulting the LEP population maps to determine LEP concentrations in particular areas.
- SFMTA's Public Outreach and Engagement staff, who have bilingual capabilities in Spanish, Chinese (Cantonese and Mandarin) and Filipino, are in regular contact with numerous community organizations and stakeholders. They also perform some in-house translations for public outreach materials and web postings and review externally translated materials for accuracy. Members of this team also staff public outreach events and coordinate with external vendors to ensure language access for LEP customers, including providing guidelines and "Frequently Used Terms" translation fact sheets in Spanish, Filipino and Chinese to improve the consistency of translations.
- Hosting bi-lingual or multilingual community meetings with interpretation assistance as needed through bilingual SFMTA staff, vendors or by members of community-based organizations (CBOs), either in person or virtually, as circumstances dictate.
- Dedicated language staff: Since 2019, the Communications group added an additional Cantonese and Mandarin speaker to further assist with internal translations and staffing community events, thereby helping to increase the SFMTA's presence in LEP communities. Full time dedicated positions to assist in interpretation and translation assistance in Spanish and Cantonese, respectively, has been approved in the agency's 2023-2024 budget.
- Continued coordination with, and outreach to, community-based organizations, advocacy groups, local businesses, other transit agencies, schools, youth centers, senior centers, faith-based organizations, the Mayor's Office of Neighborhood Services, Board of Supervisors, advocacy groups, Chambers of Commerce, small business merchant groups and neighborhood organizations, as appropriate, in order to enhance language assistance to Limited-English Proficient individuals.
- Translated content at [sfmta.com](http://sfmta.com) in Chinese, Spanish, Filipino, Vietnamese, Russian, Korean, Japanese, French, Thai and Arabic, including information on SFMTA's Title VI policies and procedures and how to file a Title VI complaint; translated content is also available on SF Paratransit's website, [sffparatransit.com](http://sffparatransit.com). It is a requirement for every project that impacts the public to have a webpage or link posted on the SFMTA website, and all public meetings must be listed on the agency's online calendar in addition to other forms of notification, with

multilingual instructions on how to request free language assistance with 48 hours' notice.

- Continued promotion of San Francisco's multilingual 311 Telephone Customer Service Center and providing notice to customers of free language assistance and general information through distribution of multilingual ("Safe Harbor" languages plus English) Customer Cards that advertise the availability of information on topics such as Muni routes, schedules, fares, accessibility, safety, security and other SFMTA programs and services by calling 311, as well as the availability of free language assistance in over 100 languages.
- Placement of "311 Free Language Assistance" tagline in Chinese, Spanish, Filipino, Russian, Vietnamese, Korean, Japanese, French on customer outreach and other materials, including employee business cards and agency letterhead. This notice is also in use by SF Paratransit.
- Title VI and Language Assistance training for employees, as appropriate and relevant, including protocols on interacting with LEP customers and information and examples of available language assistance tools. SF Paratransit is also required to conduct Title VI and Language Assistance training for required staff.
- Agency-wide access to a telephonic interpretation service and distribution of training materials, including a Quick Reference Guide with instructions on how to access the service, FAQs, and tips on how to interact with LEP customers. SF Paratransit also contracts with a telephonic interpretation service.
- Use of safety and security-related pictograms on Muni vehicles so that critical information is available to all customers regardless of English proficiency and native language literacy levels.
- Pre-recorded multilingual announcements addressing service changes and safety tips on Muni vehicles in Cantonese, Spanish and Filipino; multilingual station announcements.
- Bilingual or multilingual public contact employees throughout the agency whose primary job duties involve interacting with customers and some in-house translations; language-certified bilingual employees receive pay premiums for using their language skills.
- Providing "Frequently Used Terms" translation glossaries in Spanish, Chinese, Filipino, Russian and Vietnamese to improve the consistency of verbal and written language assistance
- As resources permit, bilingual staff in attendance at public events staffing a table or booth to provide information about relevant agency projects and answer questions. Examples include health fairs, street fairs, Sunday Streets and "National Night Out" events in specific neighborhoods.
- Deployment of bilingual ambassadors for major construction projects, events and service changes, with language skills matched to the community to the extent available, as resources and circumstances dictate.

- Providing the ADA Complementary Paratransit application in “safe harbor” languages.
- Providing multilingual notice of availability of free language assistance with 48 hours’ notice at meetings and hearings, including SFMTA Board meetings, Citizen Advisory Committee (CAC) meetings and Muni Accessibility Advisory Committee (MAAC) meetings, and at community outreach and informational meetings and hearings. SF Paratransit also provides free language assistance through interpreters as requested.
- Holding press events for in-language media for select projects where there are high concentrations of Chinese speaking populations with bilingual staff and elected officials present to assist and respond to Q&A. (Examples: Central Subway in Chinatown, L Taraval Project Media Event in Outer Sunset).
- As resources allow and circumstances warrant, conducting virtual or in-person outreach or information gathering sessions via small focus groups, led by a facilitator, either in language or with the assistance of an interpreter.

Additional/Updated Outreach Methods employed during the COVID-19 pandemic:

- Given the inability to meet in-person due to COVID-19, the SFMTA employed digital meeting virtualization to conduct Zoom meetings with live interpretation with 24-hour notice. Virtual meetings in the form of webinars were also held in Microsoft Teams.
- Staff used hotlines to conduct in-language surveys; staff would use the Language Line to gather information, interpret the survey, with the benefit of using SFMTA staff to help answer questions live, with the assistance of an interpreter.
- Using StoryMaps (web map that has been thoughtfully created on the ArcGIS platform, given context, and provided with supporting information so it becomes a stand-alone resource) during the pandemic to host online virtual open houses where the public can access the information on their own time, in language and provide comments.
- Produced non-verbal, informational videos of how service was changing, without the need for translation.
- Introduced transit platform announcements in four languages (English, Chinese, Spanish, Filipino).
- In-language media outreach has been expanded, especially w/ Chinese media, as well as purchasing ads for non-English social media.
- Increased the number of in-language pop up community events with language skills matched to meet the needs of a particular community.
- Produced short videos with subtitles in Spanish, Chinese and Filipino and promoted through in-language media buys
- Held virtual listening sessions in language and had bilingual staff monitoring in-language questions in a virtual queue so that they could be addressed during the live session.

## **Language Assistance Measures to be Considered Based on Research Findings**

Moving forward, SFMTA staff will take into account the critical feedback received during the LAP update process and incorporate into improving and modifying its language assistance measures. Based on feedback received, the SFMTA will continue to prioritize translating route, fare and service change materials, in addition to safety and security information into the primary languages, and will work to

share multilingual materials to the extent possible with operators and transit field staff. The SFMTA also plans to create and deploy an education campaign to increase awareness among LEP customers of the language assistance services available to them, including 311 and SFMTA.com

## Vital Documents and Translation Policy

An effective Language Assistance Plan for the SFMTA includes the translation of vital and other documents into the languages of frequently encountered LEP customers, based on content and circumstances. Based on the analyses for Factors One and Two in this plan, the most frequently encountered languages continue to be Chinese (Cantonese) and Spanish. The SFMTA will continue its long-standing policy to translate all customer outreach materials, at a minimum, into Spanish and Chinese.

In addition to Spanish and Chinese, SFMTA also includes the following additional “Safe Harbor” languages for vital document translation, even though the frequency of contact is less: Filipino, Vietnamese, Russian Korean, Japanese and French. These are the languages that at least 1,000 or more Limited-English Proficient individuals reported speaking, according to 2016-202 American Community Service census data, and based on federal guidance, need to be considered when providing language services.

As informed by the DOT guidance, the SFMTA’s definition of “vital” written documents can include complaint forms, written notices of important legal rights, documents that are critical for obtaining services and benefits, decreases in benefits or services and notices advising LEP individuals of free language assistance. Vital documents can either be word-for-word translations or summaries of key content; they can also be translated into primary and secondary languages, summarized in the remaining languages or contain information on how to obtain free language assistance and further information. Further, the LEP concentration maps based on Census tracts that were updated based on ACS 2016-2020 data for the languages spoken by the highest concentrations of LEP individuals in San Francisco will continue to be consulted in determining the languages for document translation, especially when conducting outreach in specific neighborhoods.

Specific examples of vital documents for the SFMTA are listed in the table below and include: Title VI notices, policies, procedures and complaint forms; notices advising LEP customers of free language assistance; paratransit applications; safety and security information; and, depending on circumstances, information on fare and major service changes. These categories can be expanded depending on circumstances, as well as the vital nature of the information that needs to be communicated. Surveying and categorizing documents as “vital” will be included in the periodic monitoring of SFMTA’s LAP and on an ongoing basis as new documents are being developed and produced.

It should also be noted that as a department of the City and County of San Francisco, the SFMTA is required to comply with San Francisco’s Language Access Ordinance (LAO), which dictates similar requirements to the federal guidelines regarding identifying, assisting and tracking LEP customers. The LAO requires translation of vital documents into shared languages other than English that are spoken by 10,000 or more city residents. Based on the census data and the composition of LEP residents in San Francisco, it was determined that all city departments are required to translate vital departmental information into Chinese, Spanish and Filipino (Tagalog).

The table below lists essential services and information that are of importance to LEP individuals. The SFMTA may provide a written or oral summary of a vital document and/or notice of free language

assistance in the “Safe Harbor” languages, rather than a word-for-word translation. The SFMTA also reserves the right to translate documents into more languages as circumstances dictate and resources allow. For example, service-related Rider Alert notices are translated into Chinese, Filipino and Spanish, and expanded to other languages depending on the area and particular concentrations of LEP individuals, as depicted in the LEP concentration maps included in Appendix B, which is a current practice. Due to the critical nature of safety and security information, the SFMTA will rely on pictographs to the extent possible, so that information is accessible to all customers, regardless of language spoken and native language literacy levels.

| Services and Information                                                                                                                                                                                                      | Language(s)                                                                                                                                                                                                                                                                                                                                                                                                            | Vital Document?            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| <b>Title VI Notice</b>                                                                                                                                                                                                        | Safe Harbor Languages: Chinese, Spanish, Filipino, Vietnamese, Russian, Korean, Japanese, and French                                                                                                                                                                                                                                                                                                                   | Yes                        |
| <b>Title VI Complaint Form and Procedures</b>                                                                                                                                                                                 | Safe Harbor Languages: Chinese, Spanish, Filipino, Vietnamese, Russian, Korean, Japanese, and French                                                                                                                                                                                                                                                                                                                   | Yes                        |
| <b>Notice of Free Language Assistance and General Information at 311 Customer Card: directs customers to 311 for information on fares, routes, schedules, safety, security, accessibility and other services and programs</b> | Safe Harbor Languages: Chinese, Spanish, Filipino, Vietnamese, Russian, Korean, Japanese, and French                                                                                                                                                                                                                                                                                                                   | Yes                        |
| <b>Safety and Security Information</b>                                                                                                                                                                                        | To the extent possible, SFMTA employs icons and symbols in order to reach as many LEP customers as possible, regardless of language spoken and literacy levels. Translation is dependent on content; summarized key information may be provided in additional languages instead of word-for-word translation; multilingual notice of free language assistance will be included.                                        | Yes, depending on content. |
| <b>ADA Complementary Paratransit Service (SF Paratransit): Eligibility Forms and Program Information</b>                                                                                                                      | Paratransit applications available in Safe Harbor Languages: Chinese, Spanish, Filipino, Vietnamese, Russian, Korean, Japanese, and French; telephonic interpretation services available through SF Paratransit and live interpretation assistance provided upon request.                                                                                                                                              | Yes                        |
| <b>Fare &amp; Major Service Change Information</b>                                                                                                                                                                            | Depending on content, proposed and approved fare and major service change information may be translated into the Safe Harbor languages, depending on content and circumstances, including concentration of LEP populations in targeted outreach area, where appropriate; depending on content, summarized key information may be provided and notice of free language assistance instead of word-for-word translation. | Yes, depending on content. |
| <b>Customer Information at SFMTA.com</b>                                                                                                                                                                                      | SFMTA's website, <a href="http://www.sfmta.com">www.sfmta.com</a> , has multilingual information in up to eight languages, noting that quantity of content can vary based on topic/language. Global translation is provided in the “Safe Harbor”                                                                                                                                                                       | No                         |

| Services and Information                                          | Language(s)                                                                                                                                                                                                                                                          | Vital Document? |
|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
|                                                                   | languages, with hand translations provided as circumstances and resources allow.                                                                                                                                                                                     |                 |
| <b>Customer Take Ones, Car Cards and other outreach materials</b> | Chinese, Spanish and Filipino, as appropriate. SFMTA may translate into additional languages based on content and LEP concentrations in targeted outreach area. Documents include the “311 Free Language Assistance” tagline in all Safe Harbor languages.           | No              |
| <b>Construction Notices</b>                                       | Chinese, Spanish and Filipino, as appropriate. SFMTA may summarize and/or translate into additional languages based on content and LEP concentrations in outreach area. Documents can include the “311 Free Language Assistance” tagline in “Safe Harbor” languages. | No              |
| <b>Customer Alerts</b>                                            | Chinese, Spanish and Filipino, as appropriate. SFMTA may translate into additional languages based on content and LEP concentrations in outreach area. Documents include the multilingual “311 Free Language Assistance” tagline.                                    | No              |

## Language Assistance Protocols

Each division of the SFMTA that interacts with customers in person, in writing or over the phone, makes every effort to communicate with LEP customers, utilizing the best language assistance tools available. If a customer requires language assistance, staff can access language assistance through a live telephonic interpretation service, via computer, through a bilingual co-worker or, if appropriate, by asking another customer who may speak the same language, if appropriate. In the Customer Service Center, Spanish, Filipino and Cantonese-speaking LEP customers can self-select to enter the queue system for assistance in these languages, the primary languages spoken by the highest concentrations of the LEP population. LEP customers who speak other languages can indicate language preference on “Interpretation Service Available” signs or through a telephonic or video interpreter. Written communications are primarily handled by bilingual staff on the Community Outreach team but can be handled by bilingual staff in other divisions; if circumstances allow, outside vendors will be used as well.

Sample protocols from the Title VI and Language Assistance training materials are provided below:

The procedures below should be used when interacting with customers who require language assistance:

- Be patient.
- Attempt to communicate with the customer in a calm, even-toned speaking voice.
- Consider effective and respectful non-verbal ways to communicate.
- If you have access to a computer or a phone, contact 311, San Francisco's multilingual Telephone Customer Service Center or the telephonic interpreter service for live interpretation assistance via computer or phone.
- If unable to communicate directly, look for assistance from another SFMTA employee or, if appropriate, another Muni customer after confirming the customer is comfortable lending assistance.
- Provide customer with a Language Assistance Customer Card, which includes the following information in English and 10 other languages: "For information on Muni routes, schedules, fares, accessibility, safety, security and other SFMTA programs and services, call the San Francisco 311 Customer Service Center for free language assistance in over 100 languages by dialing 311 within San Francisco or 415.701.2311 when calling outside of San Francisco or visit [SFMTA.com](http://SFMTA.com)."
- If Language Line is not available and no other language assistance is available, look for the "311 Free Language Assistance" tagline that should be located on signage in vehicles, in bus shelters or in transit stations.

## Translation Policies

The SFMTA ensures the competency of interpreters and translation services through the following measures:

- SFMTA staff briefs interpreters via presentation and in-person, as circumstances allow, in advance so interpreters can study and prepare. SFMTA staff will also advise the interpreter or translator regarding specialized terms and concepts associated with the agency's policies and activities, as appropriate and as available and will provide the "SFMTA Frequently Used Terms Translation Fact Sheet" in Spanish, Filipino and Chinese to translators and interpreters prior to the event requiring the language assistance.
- SFMTA staff hires reputable firms and relies on feedback from the public at meetings for quality checks.

- If SFMTA staff is present and has language capabilities in the language in which assistance is being provided, staff will confer with the interpreter prior to the start of the meeting.
- SFMTA staff will ask the interpreter to demonstrate that he or she can communicate information accurately in both English and the language that is needed.
- The SFMTA will instruct the interpreter that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting.
- The SFMTA will ask the interpreter to attest that he or she does not have a conflict of interest on the issues for which interpretation services are being provided.
- For outsourced written translations, the SFMTA utilizes in-house staff to ensure accuracy and will also consult local resources such as the Office of Civic Engagement and Immigrant Affairs and CBO partners, as necessary.

## **Element 3: Training Staff**

### **What the DOT Guidance Says:**

**“Staff members should know their obligations to provide meaningful access to information and services for LEP individuals, and all employees in public contact positions should be properly trained. An effective LEP plan would likely include training to ensure that:**

- **Staff knows about LEP policies and procedures.**
- **Staff having contact with the public...are trained to work effectively with in-person and telephone interpreters.” (DOT LEP Guidance Section VII (3)).**

To ensure that SFMTA staff is aware of the types of language services available, Title VI and Language Assistance training is provided to employees throughout the agency, as appropriate and relevant, including new operators, Communications and customer service staff, Transit Fare Inspectors and MTAP staff. Contractors of the SFMTA, for example, the vendor who provides SFMTA’s ADA Complementary Paratransit service, is required to be in compliance with SFMTA’s Language Assistance Plan, including providing Title VI and language assistance training for designated staff. Training is conducted either by SFMTA staff or internal staff who has been appropriately trained.

Training materials include an overview of the SFMTA’s responsibilities under Title VI and its implementing regulations, including pertinent definitions, as well as the agency’s responsibilities under the Department of Transportation’s (DOT) Policy Guidance for LEP individuals. A brief overview of the Language Assistance Plan is provided, including a discussion of the findings from the Four-Factor Framework, a snapshot of the recent Census data and identification of the “Safe Harbor” languages. Participants are provided with a list

of current Language Assistance Tools and given instructions on how to access live interpreter assistance through a computer or telephone, where such option is available.

They are also made aware of tools such as the multilingual “311 Free Language Assistance and Customer Information” Take One card that can be given to customers to direct them to 311 for free assistance in over 100 languages, as well as the multilingual customer information available at [SFMTA.com](http://SFMTA.com). A component of the training also includes recommended language protocols on how to interact with LEP customers and an opportunity is provided for open discussion to share best practices, challenges and to answer questions. Trainings are conducted by SFMTA staff. Training components also focus around the “train the trainer” concept so that LEP training can be incorporated into existing staff training opportunities to the extent possible.

Training for transit operators is offered as part of their New Operator training, through regularly distributed Operator Bulletins or other notices and, for transit operators who have had Title VI-related customer incidents, reinstruction on policies and procedures can be provided as part of the disciplinary process, as appropriate and as needed.

## Element 4: Providing Notice to LEP Customers

### What the DOT Guidance Says:

**“Once an agency has decided, based on the four factors, that it will provide language services, it is important that the recipient notify LEP persons of provide this notice in languages LEP persons would understand.” (DOT LEP Guidance Section VII (4)).**

The SFMTA’s methods for notifying LEP customers of free language assistance services include the following:

- “311 Free language assistance” notice: Included in the “Safe Harbor” languages in public outreach documents, signage, marketing materials, press releases, agendas for SFMTAB, CAC and MAAC, which advises customers that free language assistance is available at San Francisco’s multilingual 311 Telephone Customer Service Center, which is open 24 hours a day/7 days a week/365 days a year. Notice is also included at the bottom of every web page on SFMTA.com. The notice is also included on agency letterhead and on the back of business cards.
- 311 Free Language Assistance Customer Card, translated into safe harbor languages and includes information on routes, schedules, fares, accessibility, safety, security and other SFMTA programs and services and advertises the availability of free language assistance.
- Working with community-based organizations and other stakeholders to inform LEP customers of the availability of translated information, both written and oral, at the SFMTA Customer Service Center, via 311 and on the SFMTA’s website, [SFMTA.com](http://SFMTA.com).
- Displaying “Interpretation Service Available” notices in public customer service areas that offer telephonic interpretation assistance. Each notice states, in multiple languages, that

interpretation services are available free of charge. A customer can point to a particular language on the poster and live interpretation services in that language will be provided via telephone or computer. In addition to the notices, the SFMTA's Customer Service Center informs arriving customers of the QMATIC system, which allows customers to enter the queue for language assistance in Chinese, Spanish or Filipino or Spanish.

## Element 5: Monitoring and Updating the Language Assistance Plan

### What the DOT Guidance Says:

**“Recipients should, where appropriate, have a process for determining, on an ongoing basis, whether new documents, programs, services, and activities need to be made accessible for LEP individuals, and they may want to provide notice of any changes in services to the LEP public and to employees.” (DOT LEP Guidance Section VII (5)).**

Staff will continue to monitor, on an ongoing basis, which new programs, services, activities and customer information materials need to be made accessible for LEP individuals. Monitoring methods to assess the effectiveness of the SFMTA's LAP include:

- New customer information documents will be assessed prior to production to determine the level of translation needed.
- Where appropriate, existing customer information documents are reviewed to determine whether or not the document should be considered “vital” and the level of translation needed.
- Analyzing updated data from the U.S. Census Bureau, the San Francisco Unified School District and the California Department of Education to determine changes in the LEP populations in the service area, as the information becomes available.
- Analyzing data from ridership and other surveys, as available.
- Gathering feedback from the LEP customer community, including from community-based organizations, to help determine the effectiveness of current language assistance tools, the nature and importance of the SFMTA's programs and services and the frequency of contact with those programs and services.
- As an additional monitoring measure, the SFMTA is required to submit to the San Francisco's Office of Civic Engagement and Immigrant Affairs (OCEIA) an annual compliance plan that tracks the SFMTA's compliance with the San Francisco “Language Access Ordinance,” which is based to some degree on federal guidelines.

# Appendices

## Appendix A: American Community Survey Dataset C16001

C16001: LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER - Universe: Population 5 years and over

2016-2020 American Community Survey 5-Year Estimates

| San Francisco County, California            | Estimate |
|---------------------------------------------|----------|
| Total:                                      | 835,589  |
| Speak only English                          | 479,645  |
| Spanish:                                    | 88,425   |
| Speak English "very well"                   | 56,229   |
| Speak English less than "very well"         | 32,196   |
| French, Haitian, or Cajun:                  | 9,326    |
| Speak English "very well"                   | 8,270    |
| Speak English less than "very well"         | 1,056    |
| German or other West Germanic languages:    | 4,769    |
| Speak English "very well"                   | 4,418    |
| Speak English less than "very well"         | 351      |
| Russian, Polish, or other Slavic languages: | 14,526   |
| Speak English "very well"                   | 9,145    |
| Speak English less than "very well"         | 5,381    |
| Other Indo-European languages:              | 21,704   |
| Speak English "very well"                   | 18,338   |
| Speak English less than "very well"         | 3,366    |
| Korean:                                     | 6,691    |
| Speak English "very well"                   | 4,065    |
| Speak English less than "very well"         | 2,626    |
| Chinese (incl. Mandarin, Cantonese):        | 150,440  |
| Speak English "very well"                   | 59,568   |
| Speak English less than "very well"         | 90,872   |
| Vietnamese:                                 | 11,456   |
| Speak English "very well"                   | 4,794    |
| Speak English less than "very well"         | 6,662    |
| Tagalog (incl. Filipino):                   | 22,334   |
| Speak English "very well"                   | 14,112   |
| Speak English less than "very well"         | 8,222    |
| Other Asian and Pacific Island languages:   | 17,299   |
| Speak English "very well"                   | 11,075   |

|                                     |       |
|-------------------------------------|-------|
| Speak English less than "very well" | 6,224 |
| Arabic:                             | 3,911 |
| Speak English "very well"           | 2,946 |
| Speak English less than "very well" | 965   |
| Other and unspecified languages:    | 5,063 |
| Speak English "very well"           | 3,877 |
| Speak English less than "very well" | 1,186 |

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Technical Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units for states and counties.

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

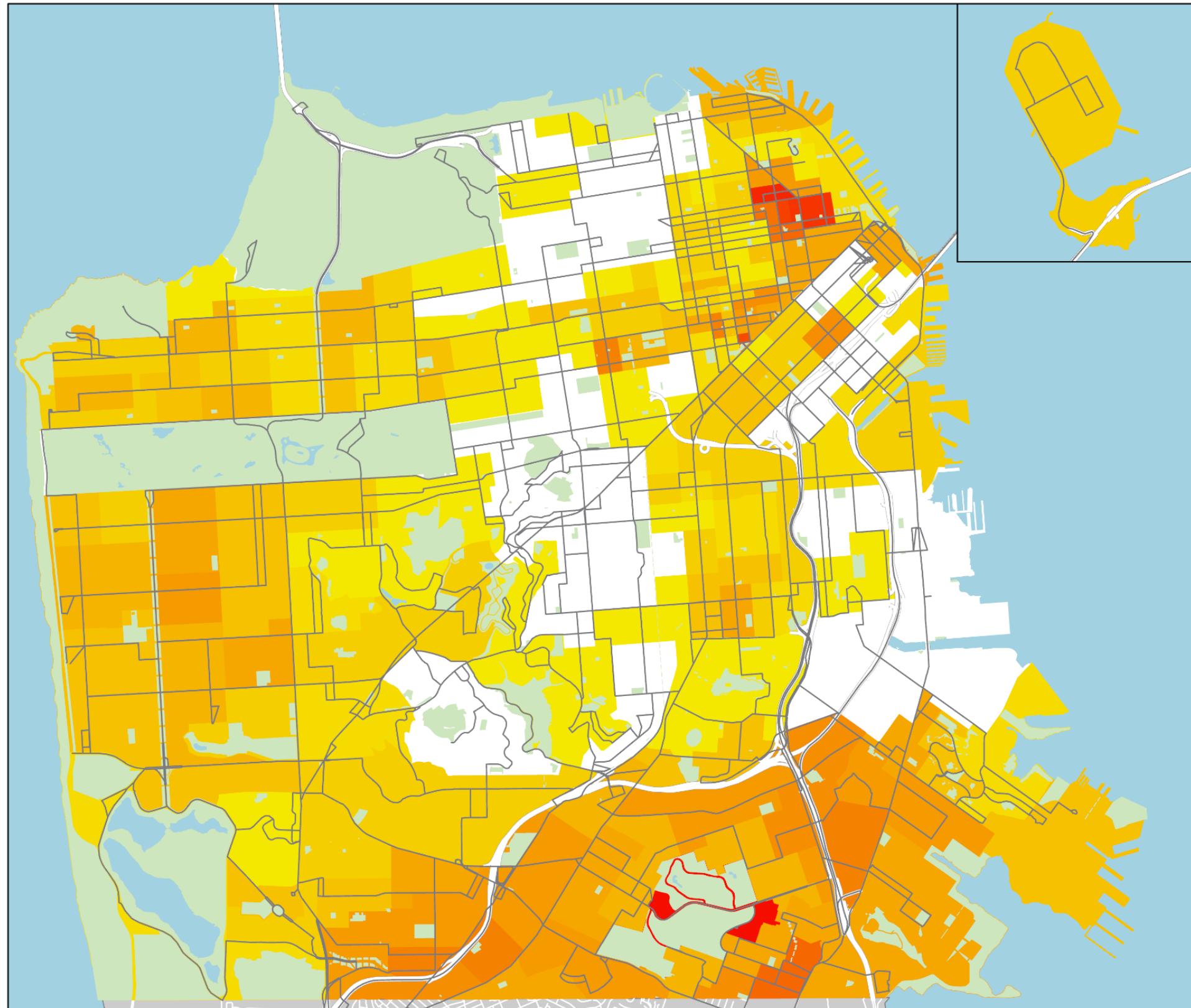
In 2016, changes were made to the languages and language categories presented in tables B16001, C16001, and B16002. For more information, see: <https://www.census.gov/programs-surveys/acs/technical-documentation/user-notes/2017-02.html>.

The 2016-2020 American Community Survey (ACS) data generally reflect the September 2018 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas. In certain instances, the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineation lists due to differences in the effective dates of the geographic entities.

Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

**Appendix B:**  
**Maps of LEP Population Concentrations**



Document Path: G:\01\_Projects\Communications\LanguageAssistanceProgram\LanguageAssistanceProgram2022Update.aprx  
User Name: jschofie

## Limited English Proficiency

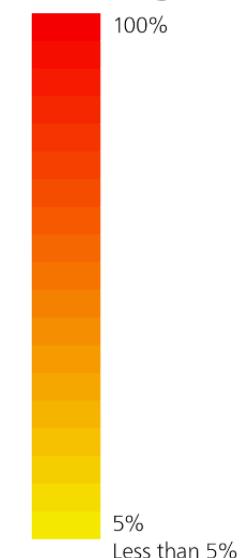
### All Limited English Proficient Persons

October 2022

The U.S. Department of Transportation requires local transportation agencies to provide written translations of vital documents according to the agency's vital document policy for Limited English Proficient (LEP) persons, which ever is less.

This map provides LEP proportion estimates at the census tract level, highlighting areas where at least five percent of the tract identifies as speaking English less than "very well."

Percentage



1

miles

Scale 1:50,000

Date Saved: 10/18/2022

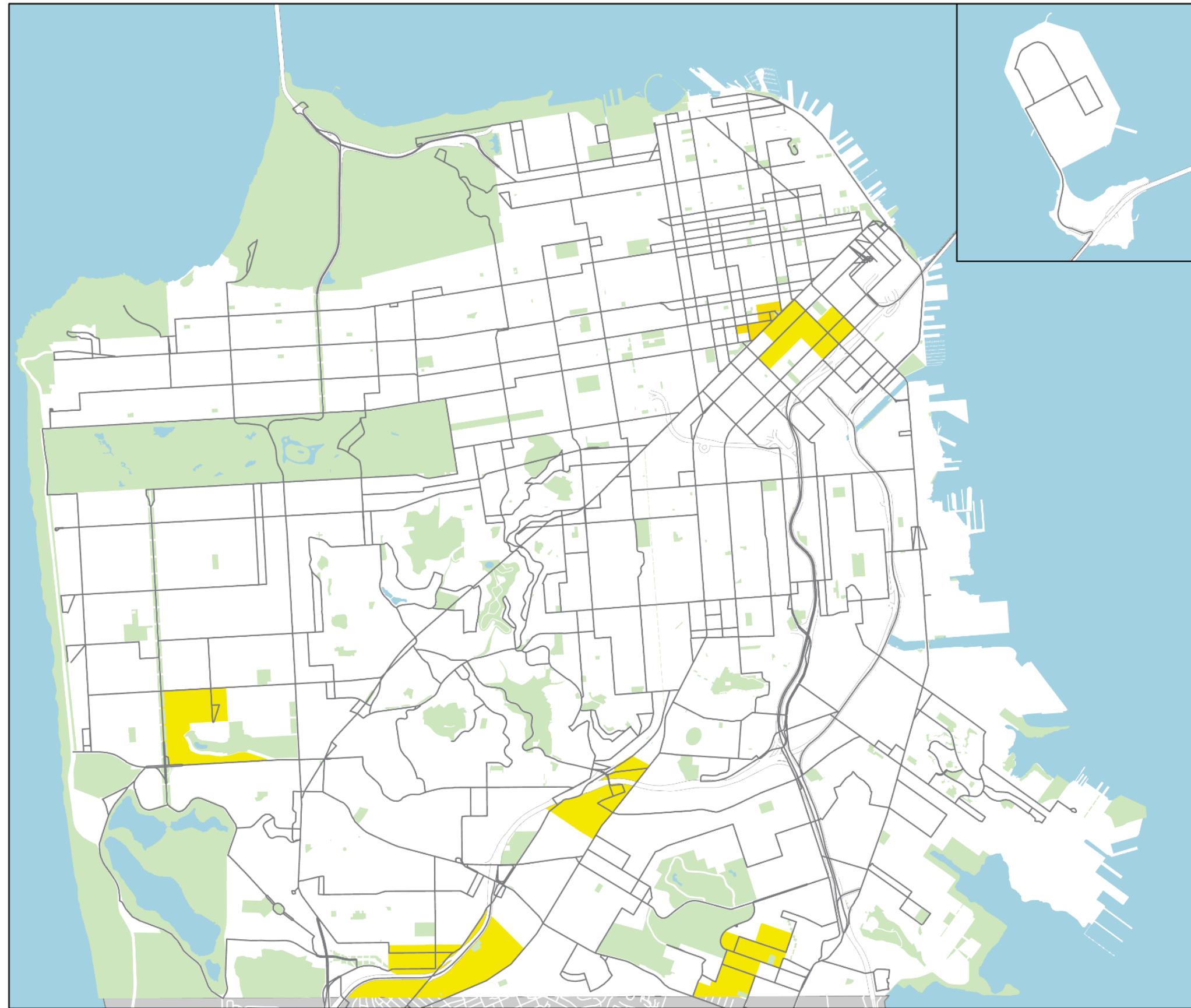
For reference contact: TellMuni@sfmta.com

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Public Parks

Muni Lines and Routes



## Limited English Proficiency

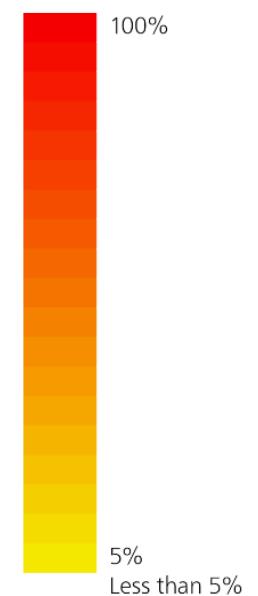
### Filipino

October 2022

The U.S. Department of Transportation requires local transportation agencies to provide written translations of vital documents according to the agency's vital document policy for Limited English Proficient (LEP) persons, which ever is less.

This map provides LEP proportion estimates at the census tract level, highlighting areas where at least five percent of the tract identifies as speaking English less than "very well" and speak Tagalog (including Filipino) at home.

### Percentage



1 miles

Public Parks  
Muni Lines and Routes

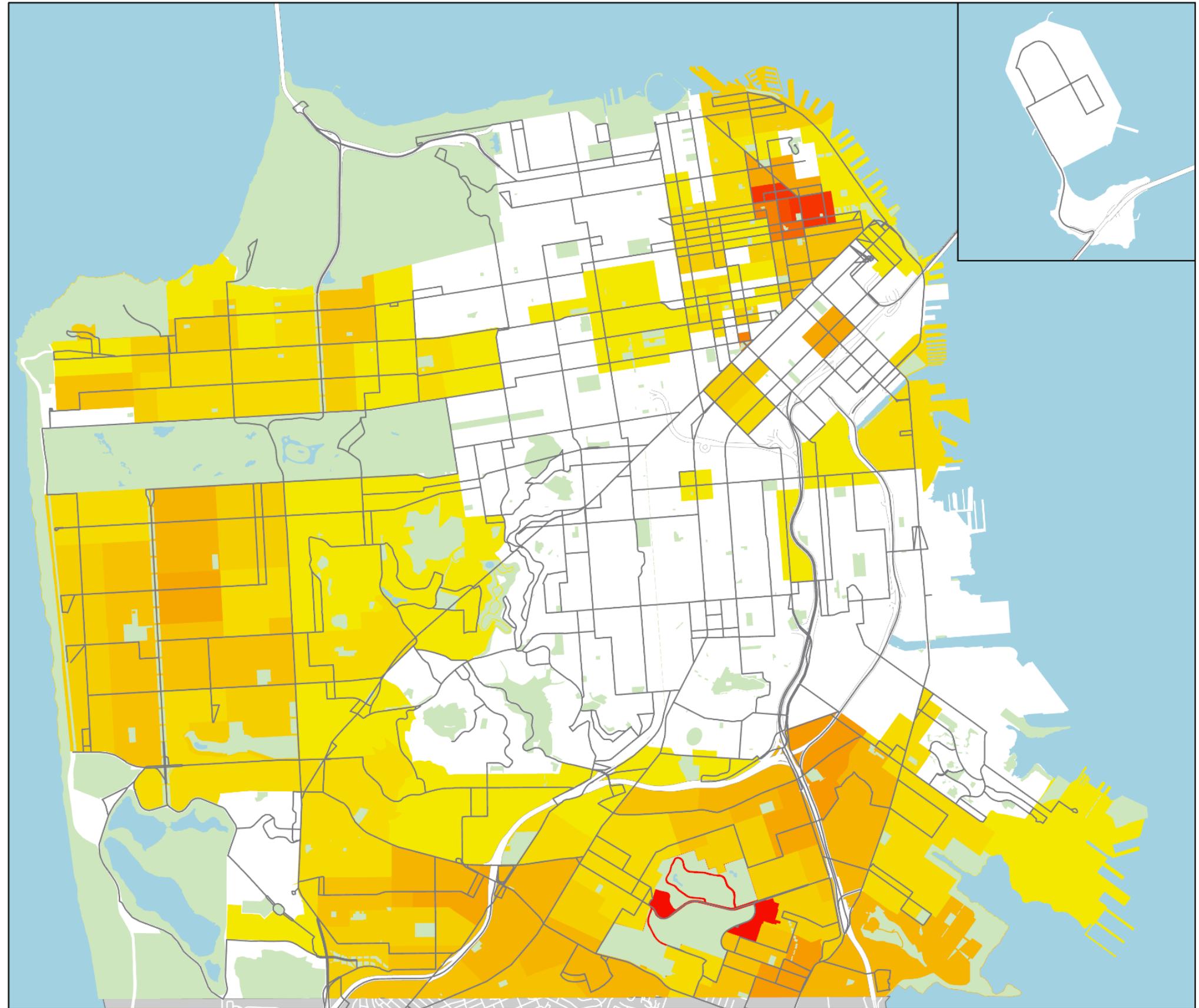
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## Limited English Proficiency

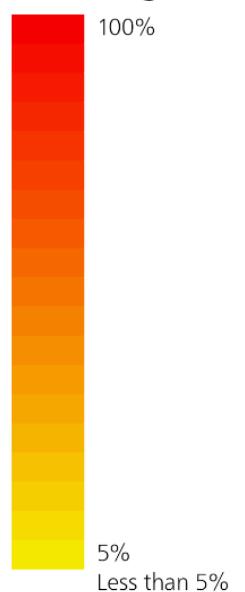
Chinese

October 2022

The U.S. Department of Transportation requires local transportation agencies to provide written translations of vital documents according to the agency's vital document policy for Limited English Proficient (LEP) persons, which ever is less.

This map provides LEP proportion estimates at the census tract level, highlighting areas where at least five percent of the tract identifies as speaking English less than "very well" and speak Chinese (including Mandarin and Cantonese) at home.

Percentage



Scale 1:50,000  
1 miles

Date Saved: 10/18/2022

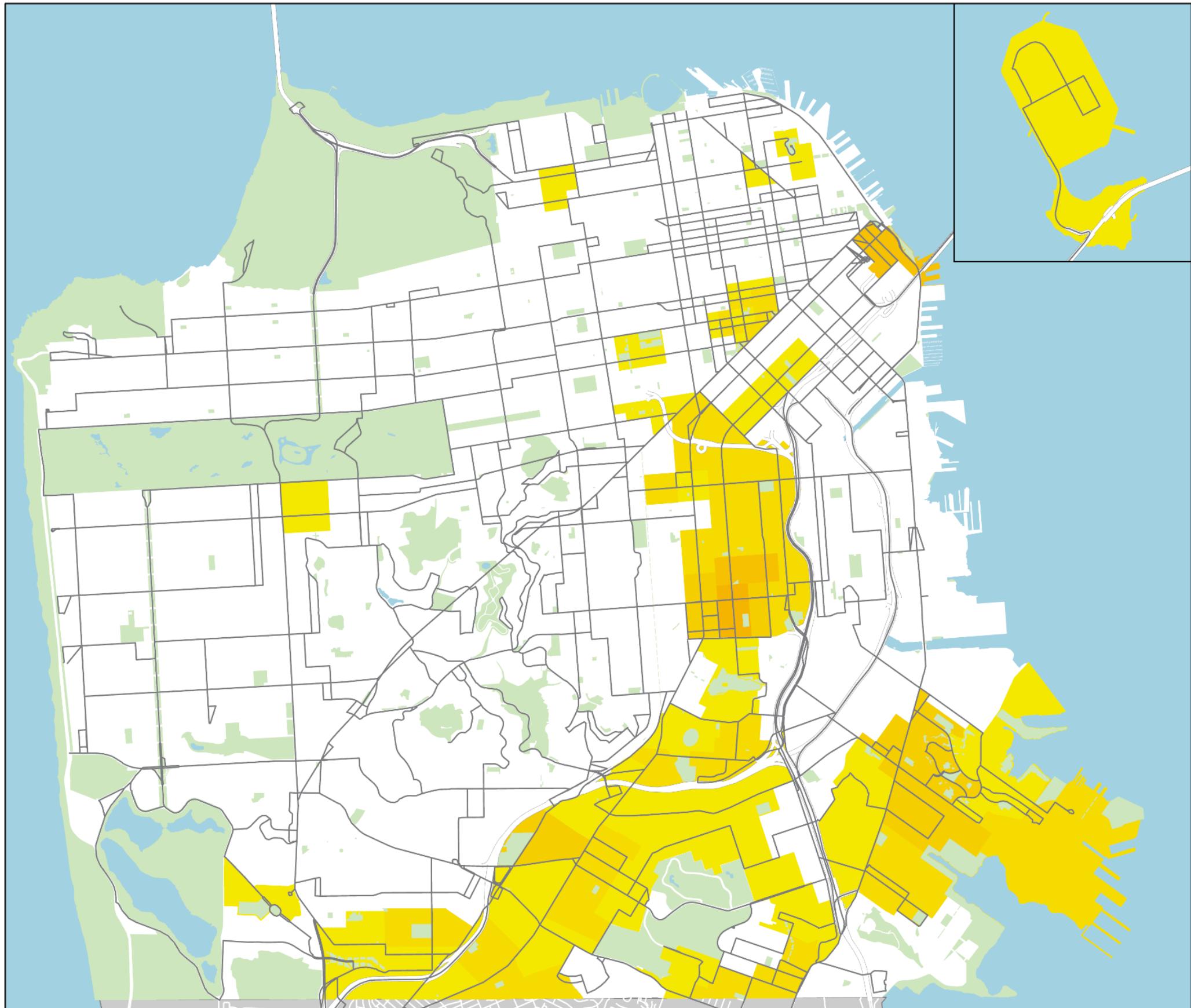
For reference contact: TellMuni@sfmta.com



SFMTA

Public Parks  
Muni Lines and Routes

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# Limited English Proficiency

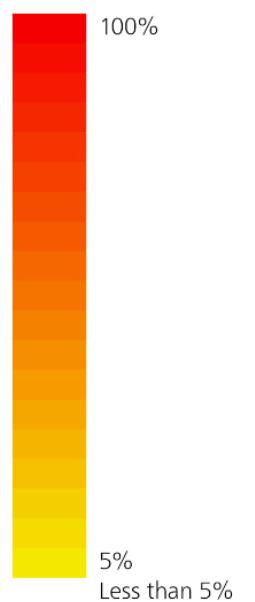
## Spanish

October 2022

The U.S. Department of Transportation requires local transportation agencies to provide written translations of vital documents according to the agency's vital document policy for Limited English Proficient (LEP) persons, which ever is less.

This map provides LEP proportion estimates at the census tract level, highlighting areas where at least five percent of the tract identifies as speaking English less than "very well" and speak Spanish at home.

### Percentage



Scale 1:50,000

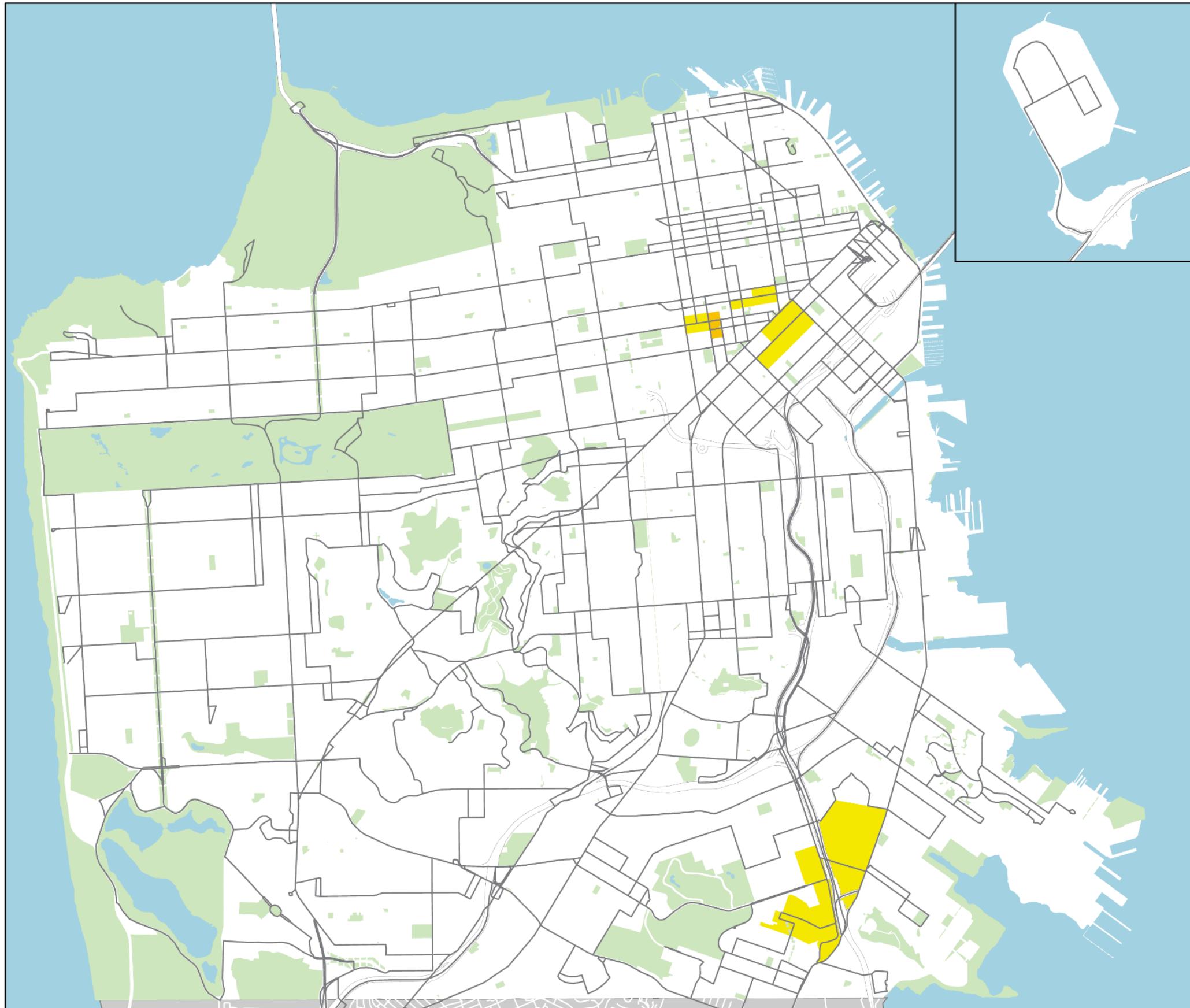
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# Limited English Proficiency

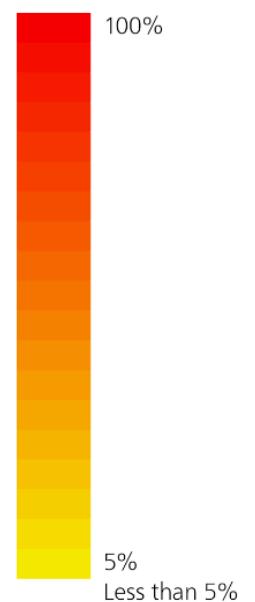
Vietnamese

October 2022

The U.S. Department of Transportation requires local transportation agencies to provide written translations of vital documents according to the agency's vital document policy for Limited English Proficient (LEP) persons, which ever is less.

This map provides LEP proportion estimates at the census tract level, highlighting areas where at least five percent of the tract identifies as speaking English less than "very well" and speak Vietnamese at home.

Percentage



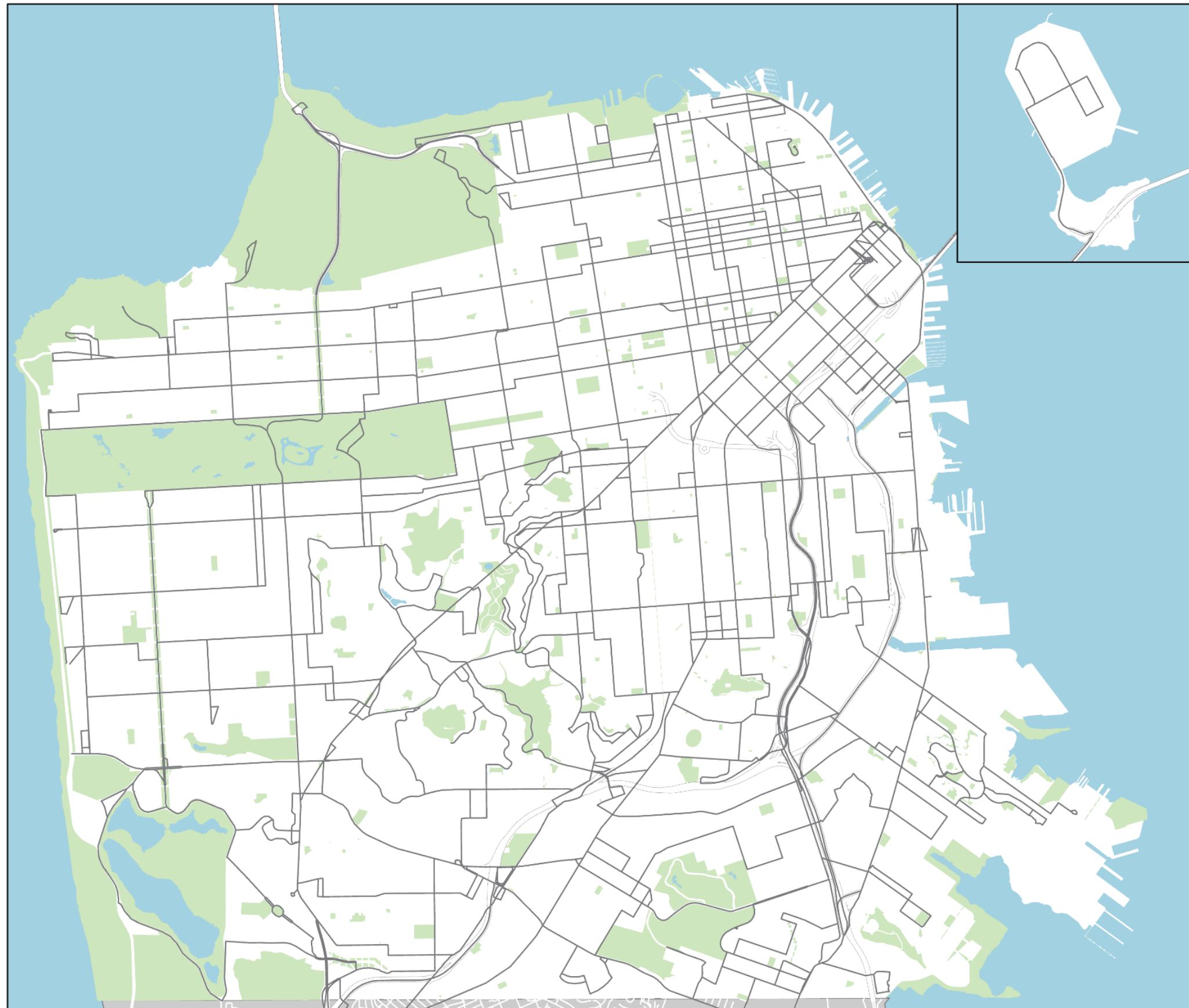
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# Limited English Proficiency

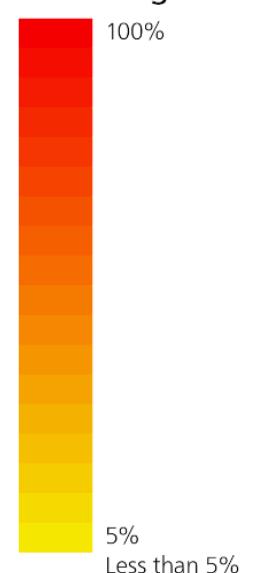
French, Haitian or Cajun

October 2022

The U.S. Department of Transportation requires local transportation agencies to provide written translations of vital documents according to the agency's vital document policy for Limited English Proficient (LEP) persons, which ever is less.

This map provides LEP proportion estimates at the census tract level, highlighting areas where at least five percent of the tract identifies as speaking English less than "very well" and speak French, Haitian, or Cajun at home.

Percentage



Note: While there are over 1,000 LEP persons in San Francisco who speak French, Haitian, or Cajun at home, there is no single census tract that surpasses the 5% threshold.



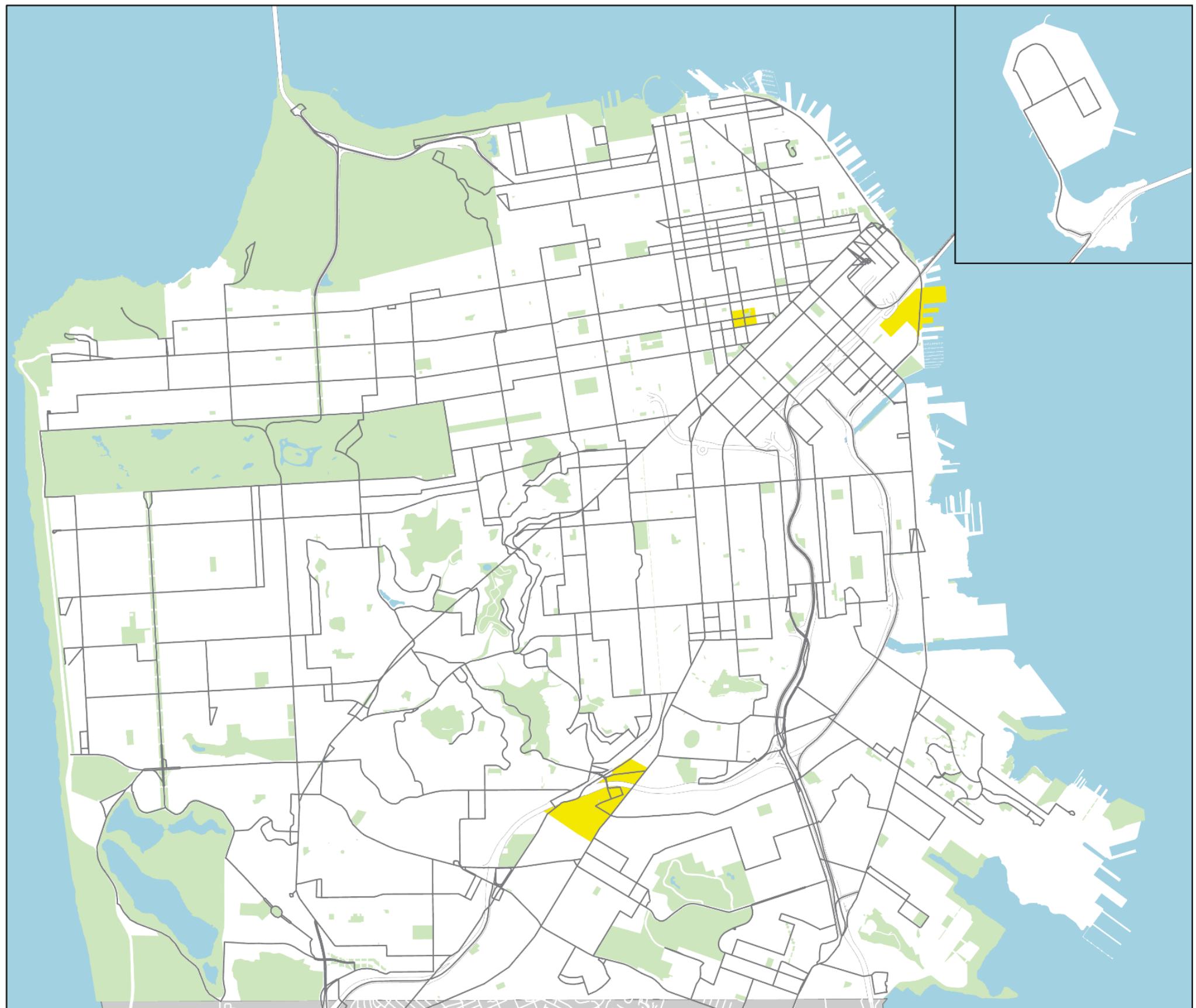
Scale 1:50,000

Date Saved: 10/18/2022

For reference contact: TellMuni@sfmta.com

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# Limited English Proficiency

## Other Asian Languages

October 2022

The U.S. Department of Transportation requires local transportation agencies to provide written translations of vital documents according to the agency's vital document policy for Limited English Proficient (LEP) persons, which ever is less.

This map provides LEP proportion estimates at the census tract level, highlighting areas where at least five percent of the tract identifies as speaking English less than "very well" and speak Asian languages other than Chinese, Filipino, Korean, or Vietnamese at home.

### Percentage



Note: The American Community Survey combines several Asian languages into one data point: Other Asian Languages. The analysis in the 2022 Language Assistance Program update shows that citywide there are over 1,000 LEP persons who speak Japanese at home.

Because Other Asian Languages is a combined data point, this map is not able to show those areas where at least 5% of population are LEP persons who speak Japanese at home.



Scale 1:50,000

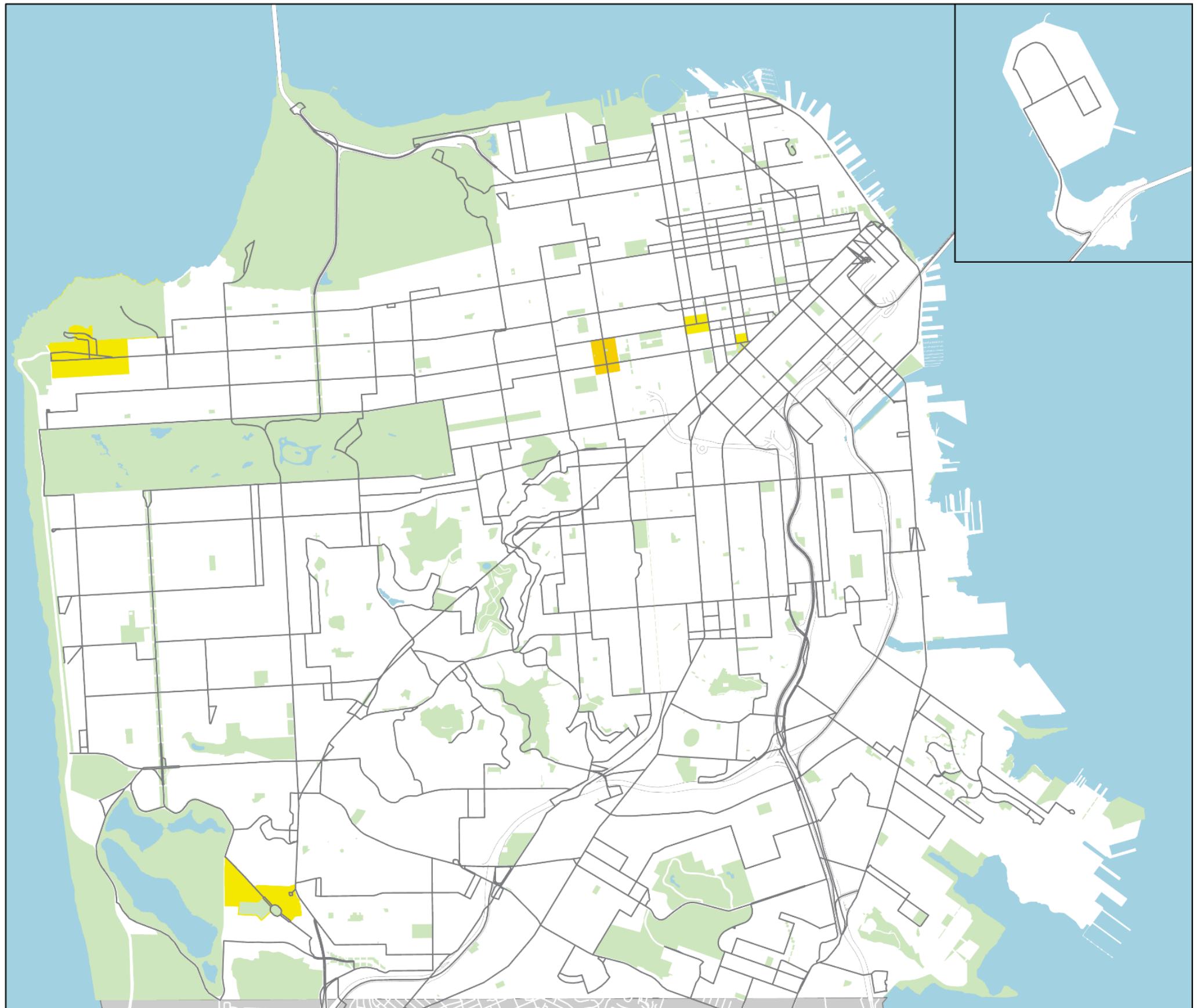
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# Limited English Proficiency

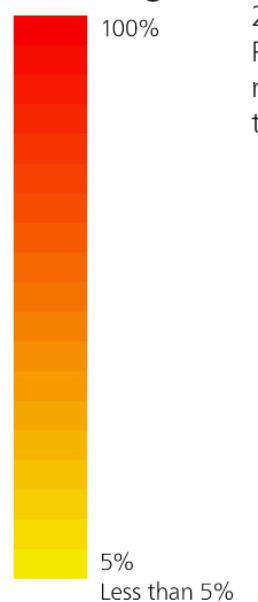
Russian

October 2022

The U.S. Department of Transportation requires local transportation agencies to provide written translations of vital documents according to the agency's vital document policy for Limited English Proficient (LEP) persons, which ever is less.

This map provides LEP proportion estimates at the census tract level, highlighting areas where at least five percent of the tract identifies as speaking English less than "very well" and speak Russian, Polish or other Slavic languages at home.

Percentage



Based on the analysis presented in the 2022 update to the Language Assistance Program, it is reasonable to assume that most of the LEP persons represented in this map speak Russian.



Scale 1:50,000

Date Saved: 10/18/2022

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Public Parks  
Muni Lines and Routes



## Limited English Proficiency

### Korean

October 2022

The U.S. Department of Transportation requires local transportation agencies to provide written translations of vital documents according to the agency's vital document policy for Limited English Proficient (LEP) persons, which ever is less.

This map provides LEP proportion estimates at the census tract level, highlighting areas where at least five percent of the tract identifies as speaking English less than "very well" and speak Korean at home.

## Appendix C: American Community Survey Dataset B08113

B08113: MEANS OF TRANSPORTATION TO WORK BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH - Universe: Workers 16 years and over

2016-2020 American Community Survey 5-Year Estimates

| San Francisco County, California    | Estimate |
|-------------------------------------|----------|
| Total:                              | 509,743  |
| Speak only English                  | 311,603  |
| Speak Spanish:                      | 51,395   |
| Speak English "very well"           | 32,772   |
| Speak English less than "very well" | 18,623   |
| Speak other languages:              | 146,745  |
| Speak English "very well"           | 89,825   |
| Speak English less than "very well" | 56,920   |
| Car, truck, or van - drove alone:   | 155,297  |
| Speak only English                  | 90,228   |
| Speak Spanish:                      | 16,142   |
| Speak English "very well"           | 10,841   |
| Speak English less than "very well" | 5,301    |
| Speak other languages:              | 48,927   |
| Speak English "very well"           | 27,136   |
| Speak English less than "very well" | 21,791   |
| Car, truck, or van - carpooled:     | 34,437   |
| Speak only English                  | 17,991   |
| Speak Spanish:                      | 4,304    |
| Speak English "very well"           | 2,482    |
| Speak English less than "very well" | 1,822    |
| Speak other languages:              | 12,142   |

|                                               |         |
|-----------------------------------------------|---------|
| Speak English "very well"                     | 6,053   |
| Speak English less than "very well"           | 6,089   |
| Public transportation (excluding taxicab):    | 161,085 |
| Speak only English                            | 96,556  |
| Speak Spanish:                                | 17,763  |
| Speak English "very well"                     | 10,103  |
| Speak English less than "very well"           | 7,660   |
| Speak other languages:                        | 46,766  |
| Speak English "very well"                     | 28,806  |
| Speak English less than "very well"           | 17,960  |
| Walked:                                       | 59,807  |
| Speak only English                            | 36,281  |
| Speak Spanish:                                | 5,583   |
| Speak English "very well"                     | 3,549   |
| Speak English less than "very well"           | 2,034   |
| Speak other languages:                        | 17,943  |
| Speak English "very well"                     | 11,415  |
| Speak English less than "very well"           | 6,528   |
| Taxicab, motorcycle, bicycle, or other means: | 39,101  |
| Speak only English                            | 28,466  |
| Speak Spanish:                                | 3,555   |
| Speak English "very well"                     | 2,653   |
| Speak English less than "very well"           | 902     |
| Speak other languages:                        | 7,080   |
| Speak English "very well"                     | 5,680   |
| Speak English less than "very well"           | 1,400   |
| Worked at home:                               | 60,016  |
| Speak only English                            | 42,081  |
| Speak Spanish:                                | 4,048   |
| Speak English "very well"                     | 3,144   |
| Speak English less than "very well"           | 904     |
| Speak other languages:                        | 13,887  |
| Speak English "very well"                     | 10,735  |

Speak English less than "very well"

3,152

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Technical Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to non-sampling error (for a discussion of non-sampling variability, see Accuracy of the Data). The effect of non-sampling error is not represented in these tables.

2019 ACS data products include updates to several categories of the existing means of transportation question. For more information, see:  
<https://www.census.gov/programs-surveys/acs/technical-documentation/user-notes/2020-03.html>

Workers include members of the Armed Forces and civilians who were at work last week.

The 2016-2020 American Community Survey (ACS) data generally reflect the September 2018 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas. In certain instances, the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineation lists due to differences in the effective dates of the geographic entities.

Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

**Appendix D:**  
**California Department of Education, Educational Demographics Office**

San Francisco County Language Group Data – Countywide for 2021 – 22

| Language                       | English Learners (EL) | Fluent English Proficient (FEP) Students | EL and FEP Students | Percent of Total Enrollment that is EL and FEP |
|--------------------------------|-----------------------|------------------------------------------|---------------------|------------------------------------------------|
| Spanish                        | 8,195                 | 4,808                                    | 13,003              | 23.06%                                         |
| Cantonese                      | 3,546                 | 6,182                                    | 9,728               | 17.26%                                         |
| Mandarin (Putonghua)           | 570                   | 719                                      | 1,289               | 2.29%                                          |
| Other non-English languages    | 433                   | 545                                      | 978                 | 1.73%                                          |
| Vietnamese                     | 370                   | 540                                      | 910                 | 1.61%                                          |
| Filipino (Pilipino or Tagalog) | 307                   | 406                                      | 713                 | 1.26%                                          |
| Arabic                         | 388                   | 217                                      | 605                 | 1.07%                                          |
| Toishanese                     | 207                   | 298                                      | 505                 | 0.90%                                          |
| Japanese                       | 90                    | 246                                      | 336                 | 0.60%                                          |
| Russian                        | 126                   | 203                                      | 329                 | 0.58%                                          |
| Korean                         | 60                    | 170                                      | 230                 | 0.41%                                          |
| French                         | 33                    | 101                                      | 34                  | 0.24%                                          |
| Hindi                          | 40                    | 66                                       | 106                 | 0.19%                                          |
| Thai                           | 31                    | 64                                       | 95                  | 0.17%                                          |
| Portuguese                     | 38                    | 56                                       | 94                  | 0.17%                                          |
| Burmese                        | 31                    | 59                                       | 90                  | 0.16%                                          |
| Samoan                         | 46                    | 34                                       | 80                  | 0.14%                                          |
| German                         | 11                    | 63                                       | 74                  | 0.13%                                          |
| Urdu                           | 28                    | 33                                       | 61                  | 0.11%                                          |
| Italian                        | 12                    | 48                                       | 60                  | 0.11%                                          |
| Khmer (Cambodian)              | 16                    | 37                                       | 53                  | 0.09%                                          |
| Tigrinya                       | 31                    | 21                                       | 52                  | 0.09%                                          |

|                                     |    |    |    |       |
|-------------------------------------|----|----|----|-------|
| <b>Indonesian</b>                   | 10 | 34 | 44 | 0.08% |
| <b>Hebrew</b>                       | 7  | 31 | 38 | 0.07% |
| <b>Dutch</b>                        | 3  | 30 | 33 | 0.06% |
| <b>Farsi (Persian)</b>              | 12 | 16 | 28 | 0.05% |
| <b>Bengali</b>                      | 7  | 15 | 22 | 0.04% |
| <b>Greek</b>                        | 3  | 18 | 21 | 0.04% |
| <b>Gujarati</b>                     | 7  | 13 | 20 | 0.04% |
| <b>Punjabi</b>                      | 8  | 10 | 18 | 0.03% |
| <b>Pashto</b>                       | 11 | 5  | 16 | 0.03% |
| <b>Serbo-Croatian</b>               |    |    |    |       |
| <b>(Bosnian, Croatian, Serbian)</b> | 6  | 9  | 15 | 0.03% |
| <b>Ilocano</b>                      | 5  | 10 | 15 | 0.03% |
| <b>Turkish</b>                      | 4  | 10 | 14 | 0.02% |
| <b>Armenian</b>                     | 9  | 4  | 13 | 0.02% |
| <b>Ukrainian</b>                    | 4  | 9  | 13 | 0.02% |
| <b>Cebuano (Visayan)</b>            | 8  | 3  | 11 | 0.02% |
| <b>Rumanian</b>                     | 2  | 9  | 11 | 0.02% |
| <b>Chaozhou (Chiuchow)</b>          | 4  | 6  | 10 | 0.02% |
| <b>Polish</b>                       | 1  | 8  | 9  | 0.02% |
| <b>Amharic</b>                      | 5  | 4  | 9  | 0.02% |
| <b>Lao</b>                          | 2  | 6  | 8  | 0.01% |
| <b>Hungarian</b>                    | 1  | 7  | 8  | 0.01% |
| <b>Taiwanese</b>                    | 2  | 3  | 5  | 0.01% |
| <b>Telugu</b>                       | 1  | 3  | 4  | 0.01% |
| <b>Somali</b>                       | 3  | 1  | 4  | 0.01% |
| <b>Hmong</b>                        | 1  | 3  | 4  | 0.01% |
| <b>Mien (Yao)</b>                   | 1  | 3  | 4  | 0.01% |
| <b>Tongan</b>                       | 1  | 3  | 4  | 0.01% |
| <b>Kannada</b>                      | 2  | 1  | 3  | 0.01% |
| <b>Swedish</b>                      |    | 2  | 2  | 0.00% |
| <b>Albanian</b>                     |    | 2  | 2  | 0.00% |
| <b>Chamorro (Guamanian)</b>         | 1  | 1  | 2  | 0.00% |
| <b>Marathi</b>                      | 2  |    | 2  | 0.00% |

|                                          |   |   |  |               |               |               |
|------------------------------------------|---|---|--|---------------|---------------|---------------|
| <b>Khmu</b>                              |   |   |  | 2             | 2             | 0.00%         |
| <b>Tamil</b>                             |   |   |  | 1             | 1             | 0.00%         |
| <b>Lahu</b>                              |   |   |  | 1             | 1             | 0.00%         |
| <b>Assyrian</b>                          | 1 | 1 |  |               |               | 0.00%         |
| <b>Kurdish<br/>(Kurdi,<br/>Kurmanji)</b> | 1 | 1 |  |               |               | 0.00%         |
| <b>Mixteco</b>                           | 1 | 1 |  |               |               | 0.00%         |
| <b>Marshallese</b>                       |   |   |  |               |               | 0.00%         |
| <b>Zapotecos</b>                         |   |   |  |               |               | 0.00%         |
| <b>San Francisco County Total</b>        |   |   |  | <b>14,744</b> | <b>15,200</b> | <b>29,944</b> |
|                                          |   |   |  |               |               | <b>53.11%</b> |

Source: <https://dq.cde.ca.gov/dataquest/lc/CountyLC.aspx?Level=County&TheCounty=38+SAN%255EFRANCISCO&cYear=2021-22>

## Appendix E: 2022 Data Collection Outreach to Organizations

**Table 1A: List of Organizations Contacted for 2022 LAP and PPP Data Collection**

Source: SFMTA, 2022.

| Organization                                                                         | Non-English Languages Served         | Neighborhood(s) Served                                                                                                                                                             |
|--------------------------------------------------------------------------------------|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Al Sabeel Masjid Noor Al-Islam                                                       | Arabic                               |                                                                                                                                                                                    |
| Alliance Francaise of San Francisco                                                  | French                               |                                                                                                                                                                                    |
| American Indian Cultural Center                                                      |                                      | Citywide                                                                                                                                                                           |
| Arab Cultural and Community Center; Bay Area                                         | Arabic                               | Citywide                                                                                                                                                                           |
| Arab Grocers Group                                                                   | Arabic                               |                                                                                                                                                                                    |
| Arab resourcing and organizing center                                                | Arabic                               | Citywide                                                                                                                                                                           |
| Arc of San Francisco                                                                 |                                      | Citywide                                                                                                                                                                           |
| Asian Family Support Center                                                          | Multiple                             |                                                                                                                                                                                    |
| Asian Pacific American Community Center                                              | Cantonese, Vietnamese, Thai, Laotian | Visitacion Valley                                                                                                                                                                  |
| Bayanihan Equity Center                                                              | Filipino                             | Tenderloin, Downtown Mission                                                                                                                                                       |
| Bayview Hunters Point Mobilization for Adolescent Growth in Our Communities (BMAGIC) |                                      | Bayview/Hunters Point                                                                                                                                                              |
| Bayview Hunters Point Citizens Advisory Committee                                    |                                      | Bayview/Hunters Point                                                                                                                                                              |
| Bayview Neighborhood Association                                                     |                                      | Bayview                                                                                                                                                                            |
| Bayview Hunters Point YMCA                                                           |                                      | Bayview/Hunters Point                                                                                                                                                              |
| Bayview Senior Services                                                              |                                      | Bayview                                                                                                                                                                            |
| Bernal Heights Neighborhood Center – Excelsior Senior Center                         | Spanish, Chinese, Tagalog            | Bernal Heights; Seniors                                                                                                                                                            |
| Buchanan YMCA/Urban Services                                                         |                                      | Fillmore/Western Addition                                                                                                                                                          |
| CARECEN                                                                              | Spanish                              | Mission, Bayview, Excelsior                                                                                                                                                        |
| Causa Justa                                                                          | Spanish                              | Mission, Excelsior, Tenderloin, Bayview                                                                                                                                            |
| Chinatown Library                                                                    | Chinese (Cantonese, Mandarin)        | Chinatown                                                                                                                                                                          |
| Chinese Community Development Corporation                                            | Chinese (Cantonese, Mandarin)        | Chinatown, North Beach, Russian Hill, Tenderloin, Japantown, Mission Bay, Mission District, SOMA, Richmond, Octavia area, Haight area, Stanyan, Visitacion Valley (San Bruno Ave.) |

|                                                                  |                                                                                 |                                                                                                               |
|------------------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| <b>Chinese Culture Resource Center</b>                           | Chinese (Cantonese, Mandarin, Taishanese)                                       | Chinatown                                                                                                     |
| <b>Chinese for Affirmative Action</b>                            | Chinese (Cantonese, Mandarin)                                                   | Citywide; esp. Chinatown, Visitacion Valley, Sunset, Richmond                                                 |
| <b>Chinese Newcomers Service Center</b>                          | Chinese (Cantonese, Mandarin)                                                   | Chinatown                                                                                                     |
| <b>Community Youth Center (Chinatown)</b>                        | Cantonese, Mandarin, Tagalog, Vietnamese, Cambodian, Laotian, Thai, and Spanish | Tenderloin, Bayview, Richmond, and Chinatown. Some school locations are citywide.                             |
| <b>Community Youth Center (Richmond)</b>                         | Cantonese                                                                       | Citywide                                                                                                      |
| <b>Excelsior Action Group</b>                                    |                                                                                 | Excelsior                                                                                                     |
| <b>Family Connection Center</b>                                  | Chinese, Spanish, Vietnamese                                                    | Portola & Excelsior, Southeast SF                                                                             |
| <b>Filipino Community Center</b>                                 | Filipino, Tagalog                                                               |                                                                                                               |
| <b>Interfaith Council</b>                                        |                                                                                 | Citywide                                                                                                      |
| <b>Japanese Cultural Center</b>                                  | Japanese                                                                        | Citywide                                                                                                      |
| <b>Japantown Merchants Association/Japantown Task Force</b>      |                                                                                 | Western Addition                                                                                              |
| <b>Kimochi</b>                                                   | Japanese, Korean                                                                | Western Addition, Richmond, Sunset                                                                            |
| <b>Korean American Community Foundation</b>                      | Korean                                                                          |                                                                                                               |
| <b>Korean Center Inc.</b>                                        | Korean                                                                          | Citywide                                                                                                      |
| <b>La Raza Community Resource Center</b>                         | Spanish                                                                         |                                                                                                               |
| <b>Lighthouse for the Blind and Visually Impaired</b>            |                                                                                 | Citywide                                                                                                      |
| <b>Lycee Francais</b>                                            | French                                                                          |                                                                                                               |
| <b>Mission Economic Development Center</b>                       | Spanish                                                                         | Mission                                                                                                       |
| <b>Mission Beacon Center at Everett Middle School</b>            | Spanish                                                                         | Mission, Fillmore, Bayview and 3rd St., Potrero Hill                                                          |
| <b>Mission Neighborhood Centers</b>                              | Spanish                                                                         | Mission                                                                                                       |
| <b>MUA- Mujeres Unidas y Activas</b>                             | Spanish                                                                         | Tenderloin                                                                                                    |
| <b>OMI Neighbors in Action</b>                                   |                                                                                 | Oceanview, Merced Heights, Ingleside                                                                          |
| <b>OMI/Excelsior Beacon Center at James Denman Middle School</b> | Chinese, Spanish                                                                | Excelsior, Mission Bay, Mission, Mission Terrace, Stonestown, Excelsior, Oceanview, Merced Heights, Ingleside |
| <b>Poder</b>                                                     | Spanish                                                                         | Mission, Excelsior                                                                                            |
| <b>Richmond Neighborhood Center (RNCC)</b>                       | Chinese, Russian, Spanish                                                       | Richmond                                                                                                      |
| <b>Richmond Senior Center</b>                                    | Russian, Chinese                                                                | Richmond, Sunset                                                                                              |
| <b>Russian American Community Services</b>                       | Russian, Chinese                                                                | Richmond, Sunset                                                                                              |
| <b>Samoan Community Development Center</b>                       |                                                                                 | Visitation Valley, Hunters Point, Potrero Hill, Alice Griffith,                                               |
| <b>San Francisco Bay Accueil</b>                                 | French                                                                          | Citywide                                                                                                      |
| <b>Self-Help for the Elderly</b>                                 | Chinese (Cantonese & Mandarin)                                                  | Citywide                                                                                                      |
| <b>Senior and Disability Action</b>                              |                                                                                 | Citywide                                                                                                      |
| <b>SF LGBT Center</b>                                            |                                                                                 | Citywide                                                                                                      |

|                                                                          |                              |                                                 |
|--------------------------------------------------------------------------|------------------------------|-------------------------------------------------|
| <b>SFMTA Small Business Working Group</b>                                |                              | Citywide                                        |
| <b>South of Market Community Action Network (SOMCAM)</b>                 | Filipino, Tagalog, Illonggo  | SOMA, Tenderloin, Excelsior                     |
| <b>Southeast Asian Community Center</b>                                  | Vietnamese, Chinese, Laotian | Tenderloin & Citywide                           |
| <b>Sunset Neighborhood Community Center</b>                              | Chinese, Vietnamese          | Sunset, Parkside                                |
| <b>Talking Book and Braille Center @ SF Library</b>                      |                              | Citywide                                        |
| <b>Tenderloin Boy &amp; Girls Club</b>                                   |                              | Tenderloin                                      |
| <b>Thai Unity Community</b>                                              | Thai                         | Citywide                                        |
| <b>Vietnamese Youth Development Center (SE Asian Development Center)</b> | Vietnamese                   |                                                 |
| <b>Wu-Yee Children's Services</b>                                        | Cantonese, Mandarin, Spanish | Oceanview, Merced Heights, Ingleside, Chinatown |

**Table 2A. List of Organizations Who Participated in 2022 LAP and PPP Data Collection**

Source: SFMTA, 2022.

| Organization                                                 | Primary Language(s)                       | Neighborhoods, Groups Served                                                                                                                                                       | Community Based Organization Leadership Interviews | LEP Focus Groups | Community Conversations |
|--------------------------------------------------------------|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|------------------|-------------------------|
| Arab Cultural and Community Center Bay Area                  | Arabic                                    | Citywide                                                                                                                                                                           | X                                                  |                  |                         |
| Arab resourcing and organizing center                        | Arabic                                    | Citywide                                                                                                                                                                           | X                                                  |                  |                         |
| Arc San Francisco                                            |                                           | Citywide; People with intellectual and developmental disabilities                                                                                                                  |                                                    |                  | X                       |
| Bayanihan Equity Center                                      | Filipino                                  | Tenderloin, Downtown, Mission                                                                                                                                                      | X                                                  |                  |                         |
| Bernal Heights Neighborhood Center – Excelsior Senior Center | Spanish, Chinese, Tagalog                 | Bernal Heights; Seniors                                                                                                                                                            | X                                                  |                  |                         |
| CARECEN                                                      | Spanish                                   | Mission, Bayview, Excelsior                                                                                                                                                        | X                                                  |                  |                         |
| Chinatown Library                                            | Chinese (Cantonese, Mandarin)             | Chinatown                                                                                                                                                                          | X                                                  |                  |                         |
| Chinese Community Development Corporation                    | Chinese (Cantonese, Mandarin)             | Chinatown, North Beach, Russian Hill, Tenderloin, Japantown, Mission Bay, Mission District, SOMA, Richmond, Octavia area, Haight area, Stanyan, Visitacion Valley (San Bruno Ave.) | X                                                  |                  |                         |
| Chinese Culture Resource Center                              | Chinese (Cantonese, Mandarin, Taishanese) | Chinatown                                                                                                                                                                          | X                                                  |                  |                         |

|                                                                  |                                                                                 |                                                                                                               |   |  |   |
|------------------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|---|--|---|
| <b>Chinese for Affirmative Action</b>                            | Chinese (Cantonese, Mandarin)                                                   | Citywide; esp. Chinatown, Visitacion Valley, Sunset, Richmond                                                 | X |  |   |
| <b>Chinese Newcomers Service Center</b>                          | Chinese (Cantonese, Mandarin)                                                   | Chinatown                                                                                                     | X |  |   |
| <b>Community Youth Center (Chinatown)</b>                        | Cantonese, Mandarin, Tagalog, Vietnamese, Cambodian, Laotian, Thai, and Spanish | Tenderloin, Bayview, Richmond, and Chinatown. Some school locations are citywide.                             | X |  |   |
| <b>Community Youth Center (Richmond)</b>                         | Cantonese                                                                       | Citywide                                                                                                      | X |  |   |
| <b>Excelsior Action Group</b>                                    |                                                                                 | Excelsior                                                                                                     |   |  | X |
| <b>Family Connection Center</b>                                  | Chinese, Spanish, Vietnamese                                                    | Portola & Excelsior, Southeast SF                                                                             | X |  |   |
| <b>Japanese Cultural Center</b>                                  | Japanese                                                                        | Citywide                                                                                                      | X |  |   |
| <b>Korean Center Inc.</b>                                        | Korean                                                                          | Citywide                                                                                                      | X |  |   |
| <b>Lighthouse for the Blind and Visually Impaired</b>            |                                                                                 | Citywide                                                                                                      |   |  | X |
| <b>Mission Beacon Center at Everett Middle School</b>            | Spanish                                                                         | Mission, Fillmore, Bayview, 3rd St., Potrero Hill                                                             | X |  |   |
| <b>OMI Neighbors in Action</b>                                   |                                                                                 | Oceanview, Merced Heights, Ingleside                                                                          |   |  | X |
| <b>OMI/Excelsior Beacon Center at James Denman Middle School</b> | Chinese, Spanish                                                                | Excelsior, Mission Bay, Mission, Mission Terrace, Stonestown, Excelsior, Oceanview, Merced Heights, Ingleside | X |  |   |
| <b>Poder</b>                                                     | Spanish                                                                         | Mission, Excelsior                                                                                            | X |  |   |

|                                                            |                                |                                                                                                |   |   |   |
|------------------------------------------------------------|--------------------------------|------------------------------------------------------------------------------------------------|---|---|---|
| <b>Richmond Neighborhood Center (RNCC)</b>                 | Chinese, Russian, Spanish      | Richmond                                                                                       | X | X |   |
| <b>Richmond Senior Center</b>                              | Russian, Chinese               | Richmond, Sunset                                                                               | X |   |   |
| <b>Russian American Community Services</b>                 | Russian, Chinese               | Richmond, Sunset                                                                               | X |   |   |
| <b>Samoan Community Development Center</b>                 |                                | Visitation Valley, Hunters Point, Potrero Hill, Alice Griffith                                 |   |   | X |
| <b>San Francisco Bay Accueil</b>                           | French                         | Citywide                                                                                       | X |   |   |
| <b>Self-Help for the Elderly</b>                           | Chinese (Cantonese & Mandarin) | Citywide, including Richmond, Sunset, Chinatown, South of Market, Visitacion Valley, Excelsior | X |   |   |
| <b>SF LGBT Center</b>                                      |                                | Citywide                                                                                       |   |   | X |
| <b>SFMTA Small Business Working Group</b>                  |                                | Citywide                                                                                       |   |   | X |
| <b>South of Market Community Action Network (SOMCAM)</b>   | Filipino, Tagalog, Ilonggo     | SOMA, Tenderloin, Excelsior                                                                    | X |   |   |
| <b>Southeast Asian Community Center</b>                    | Vietnamese, Chinese, Laotian   | Tenderloin & Citywide                                                                          | X | X |   |
| <b>Tenderloin Boys and Girls Club Tenderloin Clubhouse</b> |                                | Tenderloin                                                                                     |   |   | X |
| <b>Thai Unity Community</b>                                | Thai                           | Citywide                                                                                       | X |   |   |
| <b>Wu-Yee Children's Services</b>                          | Cantonese, Mandarin, Spanish   | Oceanview, Merced Heights, Ingleside, Chinatown                                                | X |   |   |



## Appendix G: SFMTA Board Of Directors Resolution For Title VI Program Approval



## Appendix H: SFMTA Board Of Directors Resolution Accepting Major Service Changes, Disproportionate Burden, And Disparate Impact Policies

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS

RESOLUTION No. 13-192

WHEREAS, Title VI of the Civil Rights Act of 1964 addresses discrimination in almost all aspects of public services and programs administered or funded by the federal government in the United States, such as SFMTA's public transit service; and

WHEREAS, The SFMTA receives federal funds through the Federal Transit Administration (FTA) and is required to have in place a Title VI program that ensures that the level and quality of public transportation service is provided in a nondiscriminatory manner, promotes full and fair participation in public transportation decision-making without regard to race, color, or national origin, and ensures meaningful access to transit-related programs and activities by persons with limited English proficiency; and

WHEREAS, The FTA's updated Title VI Circular (FTA C 4702.1B), issued on October 1, 2012, requires that the governing board of a transit agency approve a Major Service Change Definition and Disparate Impact and Disproportionate Burden policies; and

WHEREAS, As part of FTA's Title VI Program requirements, SFMTA must perform a service equity analysis when a major service change is proposed or any fare change that will exceed six months to determine if the change will adversely affect minority and low-income populations; and

WHEREAS, Based on data from the 2010 U.S. Census, 58 percent of San Francisco residents are minority and 31 percent of San Francisco households are at or below 200 percent of the federal poverty level; and

WHEREAS, If the service or fare equity analysis identifies a potential disparate impact on minority populations or customers, SFMTA is required to consider alternative proposals to avoid, minimize, or mitigate the disparate impact and the service or fare changes can only be implemented if (1) a substantial legitimate justification for the service or fare change exists, (2) there are no comparably effective alternative practices that would result in a less disparate impact on minority populations, and (3) the justification for the service change is not a pretext for discrimination; and

WHEREAS, If a disproportionate burden is found, the service or fare change may only be carried out if further mitigation measures or alternatives that would reduce the disproportionately high and adverse effects on low-income populations are not practicable; and

WHEREAS, SFMTA has performed multilingual community and peer outreach during the development of these policies; and

WHEREAS, After reviewing demographic data, characteristics of system ridership and conducting peer reviews/comparisons, a threshold of eight percent was determined to be the appropriate proposed threshold for both the Disparate Impact Policy and Disproportionate Burden Policy; and

WHEREAS, SFMTA staff recommend the following Major Service Change Definition be adopted by the SFMTA Board of Directors:

Major Service Change - A change in transit service that would be in effect for more than a 12-month period and that would consist of any of the following criteria:

- A schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more implemented at one time or over a rolling 24 month period;
- A schedule change on a route with 25 or more one-way trips per day resulting in:
  - Adding or eliminating a route;
  - A change in annual revenue hours on the route of 25 percent or more;
  - A change in the daily span of service on the route of three hours or more; or
  - A change in route-miles of 25 percent or more, where the route moves more than a quarter mile.

Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.

- The implementation of a New Start, Small Start, or other new fixed guideway capital project, regardless of whether the proposed changes to existing service meet any of the criteria for a service change described above; and

WHEREAS, SFMTA staff recommends that the following Disparate Impact Policy be adopted by the SFMTA Board of Directors:

Disparate Impact Policy - a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disparate impact on minority populations if the difference between the percentage of the minority population impacted by the changes and the percentage of the minority population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively; and

WHEREAS, SFMTA staff recommends that the following Disproportionate Burden Policy be adopted by the SFMTA Board of Directors:

Disproportionate Burden Policy - A fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disproportionate burden on low-income populations if the difference between the percentage of the low-income population impacted by the changes and the percentage of low-income population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively; now, therefore, be it;

**RESOLVED**, That the SFMTA Board of Directors approves the Major Service Change Definition and Disparate Impact and Disproportionate Burden policies that are required to be adopted pursuant to the FTA's updated Circular 4702.1B issued on October 1, 2012.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of August 20, 2013.

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Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency



## Appendix I: Fare And Major Service Change Equity Analyses

**THIS PRINT COVERS CALENDAR ITEM NO.: 13**

**SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY**

**DIVISION:** Transit

**BRIEF DESCRIPTION:**

Approving the SFMTA's Title VI Service Equity Analysis for the temporary Municipal Railway service and route changes made during the ongoing COVID-19 State of Emergency which compares transit service in effect in March 2020 to transit service in effect in March 2021 and concludes that the temporary service changes do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI.

**SUMMARY:**

- On March 16, 2020, San Francisco's Health Officer issued a Public Health Order in response to the COVID-19 State of Emergency, requiring that residents shelter in place, with the only exception being for essential needs and trips. Shortly thereafter, the SFMTA implemented changes to Municipal Railway service in response to changing travel patterns and significantly reduced staffing levels.
- On April 8, 2020, the SFMTA implemented the initial 17-route COVID-19 Core Service Plan. Given constraints on resources, the SFMTA prioritized service based on which routes more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; crowding data; providing access to critical services; and providing coverage to as much of San Francisco as possible. When resources have allowed, the SFMTA has worked to restore service along previously suspended routes in response to feedback received from customers and staff.
- Although the SFMTA considers these service changes to be temporary, Federal Transit Administration (FTA) Circular 4702.1B requires a Title VI service equity analysis for major service changes in effect for longer than 12 months.
- The Title VI service equity analysis compares transit service in effect in March 2020 (before the Public Health Order went into effect) to transit service in effect in March 2021.
- The Title VI analysis of the temporary transit service and route changes that qualify as major service changes found that they do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities.

**ENCLOSURES:**

1. SFMTA Board Resolution
2. Title VI Service Equity Analysis of the COVID-19 Temporary Service Changes

**APPROVALS:**

|                                                                                               | <b>DATE</b>  |
|-----------------------------------------------------------------------------------------------|--------------|
| DIRECTOR   | May 10, 2021 |
| SECRETARY  | May 10, 2021 |

**ASSIGNED SFMTAB CALENDAR DATE:** May 18, 2021

**PURPOSE**

Approving the SFMTA's Title VI Service Equity Analysis for the temporary Municipal Railway service and route changes made during the ongoing COVID-19 State of Emergency which compares transit service in effect in March 2020 to transit service in effect in March 2021 and concludes that the temporary service changes do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI.

**STRATEGIC PLAN GOALS AND TRANSIT FIRST POLICY PRINCIPLES**

This action supports the following SFMTA Strategic Plan Goal and Objectives:

Goal 2: Make transit and other sustainable modes of transportation the most attractive and preferred means of travel.

Objective 2.1: Improve transit service.

Objective 2.2: Enhance and expand use of the city's sustainable modes of transportation.

Goal 3: Improve the quality of life and environment in San Francisco and the region.

Objective 3.1: Use Agency programs and policies to advance San Francisco's commitment to equity.

Objective 3.5: Achieve financial stability for the agency.

This item addresses the following Transit First Policy Principles:

1. To ensure quality of life and economic health in San Francisco, the primary objective of the transportation system must be the safe and efficient movement of people and goods.
2. Public transit, including taxis and vanpools, is an economically and environmentally sound alternative to transportation by individual automobiles. Within San Francisco, travel by public transit, by bicycle and on foot must be an attractive alternative to travel by private automobile.
9. The ability of the City and County to reduce traffic congestion depends on the adequacy of regional public transportation. The City and County shall promote the use of regional mass transit and the continued development of an integrated, reliable, regional public transportation system.

**DESCRIPTION**

**Background:**

On February 25, 2020, Mayor London Breed issued a Proclamation Declaring the Existence of a Local Emergency (COVID-19 State of Emergency) finding that the COVID-19 pandemic posed a threat to the lives, property and welfare of the City and County and its residents.

On March 16, 2020, San Francisco's Health Officer issued a Public Health Order in response to the COVID-19 State of Emergency requiring that residents shelter in place with the only exception being for essential needs and trips. Shortly thereafter, the SFMTA began implementing changes to its transit service in response to changing travel patterns and significantly reduced staffing levels.

The SFMTA restructured Muni service to respond to the COVID-19 State of Emergency to account for the following significant constraints on resources:

- Vehicle Capacity: Physical distancing requirements translated to Muni buses only carrying one-third of the usual passenger load from pre-COVID-19 levels. This meant that it took about three buses to move the same number of people as one bus did prior to the pandemic.
- Vehicle Availability: The SFMTA's practice during the pandemic was to return vehicles at the end of each operator's shift for sanitization, which was more frequent than the industry standard of cleaning vehicles at the end of the day, and resulted in fewer vehicles begin available for service.
- Staff Availability: Due to a 15% vacancy rate pre-pandemic across the agency and very limited hiring over the past year, the SFMTA has vacancies in many service critical positions, from mechanics to supervisors.

Considering these constraints, the SFMTA prioritized providing and restoring transit service along routes that more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; routes where crowding data shows that higher frequencies would allow for greater physical distancing; routes that provide service to critical services such as hospitals and grocery stores; and routes that have enabled the agency to provide coverage to as much of San Francisco as possible. When resources have allowed, the SFMTA restored service along previously suspended routes in response to feedback received from customers and staff.

Below is an overview of the COVID-19-related Municipal Railway service changes that have been implemented:

- **March 17, 2020:** In response to a steep drop in ridership and staff availability due to the COVID-19 State of Emergency, most express routes, as well as the 41 Union, 88 BART Shuttle and E Embarcadero Streetcar routes, were temporarily suspended. Additionally, in order to reduce risk to operators, Cable Car and F Market service transitioned to using buses which are equipped with operator security partitions.
- **March 30, 2020:** The SFMTA implemented further transit service changes in response to a continued decline in ridership and staff availability. These service adjustments focused on routes where redundant service provided more capacity than what was needed. All Rapid routes, except for the 14R Mission Rapid, were temporarily suspended. All Muni Metro and light rail routes were replaced by buses using stops from the early morning Metro bus service. Closing the Muni Metro underground system allowed the SFMTA to redirect custodial resources to staff facilities and minimize risk to our station agents.
- **April 8, 2020:** Transit service was reduced to the agency's initial temporary COVID-19 Core Service Network comprising Muni's 17 most-used daytime lines. This network provided service on our busiest lines with the highest demand during the pandemic and ensured service was within one mile of all San Franciscans.
  - The 17 daytime routes included: 1 California, 8 Bayshore, 9 San Bruno, 14 Mission, 14R Mission Rapid, 19 Polk, 22 Fillmore, 24 Divisadero, 25 Treasure Island, 29 Sunset, 38 Geary, 38R Geary Rapid, 44 O'Shaughnessy, 49 Van Ness/Mission, L Taraval Bus, N Judah Bus, and T Third Bus.
- **April 25, 2020:** With additional staff resources, the COVID-19 Core Service Network was updated by adding back modified routes and increasing bus frequency on others. Service additions increased coverage across the City and improved connections to additional

essential services. Restored routes included the: 5 Fulton, 12 Pacific (on a temporarily modified route), 28 19th Avenue (on a temporarily modified route), and 54 Felton (on a temporarily modified route).

- **May 4, 2020:** The M Bus returned as a partial “Community Shuttle” between Balboa Park and West Portal station.
- **May 16, 2020:** The SFMTA increased frequency on multiple lines in Muni’s existing COVID-19 Core Service Network and reinstated the 9R San Bruno Rapid.
- **June 13, 2020:** To support the City’s economic recovery, and with additional staff availability, the SFMTA increased Muni service and frequency by adding select routes back into service, extending current routes, and improving frequency on routes with crowding. Restored routes included the: 7 Noriega, 30 Stockton (on a temporarily modified route), and 43 Masonic (on a temporarily modified route).
- **August 22, 2020:** To provide more vehicle capacity for essential travel and physical distancing, the SFMTA reopened the subway system and restored Muni Metro train service with temporary new route configurations for the J Church, K Ingleside, L Taraval, and a subway-only shuttle. In addition to adding back modified rail service, bus service resumed on the 37 Corbett (on a temporarily modified route), 44 O’Shaughnessy (the previously temporarily modified route was extended to the full route), 45 Union-Stockton, 48 Quintata-24<sup>th</sup> St (on a temporarily modified route), 54 Felton (the previously temporarily modified route was extended to the full route), and 67 Bernal Heights. **August 25, 2020:** The subway was closed again for critical repairs and Muni Metro reverted back to bus service.
- **December 19, 2020:** The SFMTA began phasing Muni Metro rail back into service by restoring the J Church surface route to free up buses for additional service changes to be implemented in January 2021.
- **January 23, 2021:** With nearly a year of COVID-19 transit planning experience, and after working closely with key Muni Service Equity communities and the consideration of public feedback, the SFMTA was able to prioritize vehicle and operator resources to restore service and improve frequencies on multiple routes, including the: 15 Bayview-Hunters Point Express (new route), 22 Fillmore (on a partially new alignment), 27 Bryant, 33 Ashbury, 37 Corbett (the previously temporarily modified route was extended to the full route), 55 Dogpatch (on a partially new alignment) and the T Third Muni Metro rail line (on a temporarily modified route).

The table below provides a summary of Municipal Railway (Muni) service changes between March 2020 and March 2021.

| Route       |                     | Net Service Changes between March 2020 & March 2021 |             |          |                  |                     |
|-------------|---------------------|-----------------------------------------------------|-------------|----------|------------------|---------------------|
|             |                     | Not in Service                                      | New Service | Re-Route | Frequency Change | Service Span Change |
| <b>1</b>    | California          |                                                     |             |          | X                | X                   |
| <b>1AX</b>  | California Express  | X                                                   |             |          |                  |                     |
| <b>1BX</b>  | California Express  | X                                                   |             |          |                  |                     |
| <b>2</b>    | Sutter/Clement      | X                                                   |             |          |                  |                     |
| <b>3</b>    | Jackson             | X                                                   |             |          |                  |                     |
| <b>5</b>    | Fulton              |                                                     |             |          | X                | X                   |
| <b>5</b>    | Fulton Owl          | X                                                   |             |          |                  |                     |
| <b>5R</b>   | Fulton Rapid        | X                                                   |             |          |                  |                     |
| <b>6</b>    | Parnassus           | X                                                   |             |          |                  |                     |
| <b>7</b>    | Haight-Noriega      |                                                     |             |          | X                | X                   |
| <b>7X</b>   | Noriega Express     | X                                                   |             |          |                  |                     |
| <b>8</b>    | Bayshore            |                                                     |             |          | X                | X                   |
| <b>8AX</b>  | Bayshore Express    |                                                     |             | X        | X                | X                   |
| <b>8BX</b>  | Bayshore Express    | X                                                   |             |          |                  |                     |
| <b>9</b>    | San Bruno           |                                                     |             | X        | X                | X                   |
| <b>9R</b>   | San Bruno Rapid     |                                                     |             |          | X                | X                   |
| <b>10</b>   | Townsend            | X                                                   |             |          |                  |                     |
| <b>12</b>   | Folsom-Pacific      |                                                     |             | X        | X                | X                   |
| <b>14</b>   | Mission             |                                                     |             |          | X                | X                   |
| <b>14</b>   | Mission Owl         |                                                     |             |          | X                | X                   |
| <b>14R</b>  | Mission Rapid       |                                                     |             |          | X                | X                   |
| <b>14X</b>  | Mission Express     | X                                                   |             |          |                  |                     |
| <b>15</b>   | Hunters Pt Express  |                                                     | X           |          |                  |                     |
| <b>18</b>   | 46th Ave            | X                                                   |             |          |                  |                     |
| <b>19</b>   | Polk                |                                                     |             |          | X                | X                   |
| <b>21</b>   | Hayes               | X                                                   |             |          |                  |                     |
| <b>22</b>   | Fillmore            |                                                     |             | X        | X                | X                   |
| <b>22</b>   | Fillmore Owl        |                                                     |             |          |                  | X                   |
| <b>23</b>   | Monterey            | X                                                   |             |          |                  |                     |
| <b>24</b>   | Divisadero          |                                                     |             |          | X                | X                   |
| <b>24</b>   | Divisadero Owl      |                                                     |             |          |                  | X                   |
| <b>25</b>   | Treasure Island     |                                                     |             |          | X                | X                   |
| <b>25</b>   | Treasure Island Owl |                                                     |             |          |                  | X                   |
| <b>27</b>   | Bryant              |                                                     |             | X        | X                | X                   |
| <b>28</b>   | 19th Ave            |                                                     |             | X        | X                | X                   |
| <b>28R</b>  | 19th Ave Rapid      | X                                                   |             |          |                  |                     |
| <b>29</b>   | Sunset              |                                                     |             |          | X                | X                   |
| <b>30</b>   | Stockton            |                                                     |             | X        | X                | X                   |
| <b>30X</b>  | Marina Express      | X                                                   |             |          |                  |                     |
| <b>31</b>   | Balboa              | X                                                   |             |          |                  |                     |
| <b>31AX</b> | Balboa Express      | X                                                   |             |          |                  |                     |
| <b>31BX</b> | Balboa Express      | X                                                   |             |          |                  |                     |
| <b>33</b>   | Ashbury-18th St     |                                                     |             |          | X                | X                   |
| <b>35</b>   | Eureka              | X                                                   |             |          |                  |                     |
| <b>36</b>   | Teresita            | X                                                   |             |          |                  |                     |
| <b>37</b>   | Corbett             |                                                     |             |          | X                | X                   |
| <b>38</b>   | Geary               |                                                     |             |          | X                | X                   |
| <b>38</b>   | Geary Owl           |                                                     |             |          |                  | X                   |
| <b>38AX</b> | Geary Express       | X                                                   |             |          |                  |                     |
| <b>38BX</b> | Geary Express       | X                                                   |             |          |                  |                     |

| Route                                     | Net Service Changes between March 2020 & March 2021 |             |              |                  |                     |
|-------------------------------------------|-----------------------------------------------------|-------------|--------------|------------------|---------------------|
|                                           | Not in Service                                      | New Service | Re-Route     | Frequency Change | Service Span Change |
| <b>38R</b> Geary Rapid                    |                                                     |             |              | X                | X                   |
| <b>39</b> Coit                            | X                                                   |             |              |                  |                     |
| <b>41</b> Union                           | X                                                   |             |              |                  |                     |
| <b>43</b> Masonic                         |                                                     |             | X            | X                | X                   |
| <b>44</b> O'Shaughnessy                   |                                                     |             |              | X                | X                   |
| <b>44</b> O'Shaughnessy Owl               |                                                     |             |              |                  | X                   |
| <b>45</b> Union-Stockton                  |                                                     |             |              | X                | X                   |
| <b>47</b> Van Ness                        | X                                                   |             |              |                  |                     |
| <b>48</b> Quintara-24th St                |                                                     |             | X            | X                | X                   |
| <b>48</b> Quintara Owl                    | X                                                   |             |              |                  |                     |
| <b>49</b> Van Ness-Mission                |                                                     |             | X            | X                | X                   |
| <b>52</b> Excelsior                       | X                                                   |             |              |                  |                     |
| <b>54</b> Felton                          |                                                     |             |              | X                | X                   |
| <b>55</b> 16th St (55 Dogpatch)           |                                                     |             | X            | X                | X                   |
| <b>56</b> Rutland                         | X                                                   |             |              |                  |                     |
| <b>57</b> Parkmerced                      | X                                                   |             |              |                  |                     |
| <b>66</b> Quintara                        | X                                                   |             |              |                  |                     |
| <b>67</b> Bernal Heights                  |                                                     |             |              | X                | X                   |
| <b>76X</b> Marin Headlands Express        | X                                                   |             |              |                  |                     |
| <b>81X</b> Caltrain Express               | X                                                   |             |              |                  |                     |
| <b>82X</b> Levi's Plaza Express           | X                                                   |             |              |                  |                     |
| <b>83X</b> Mid-Market Express             | X                                                   |             |              |                  |                     |
| <b>88</b> BART Shuttle                    | X                                                   |             |              |                  |                     |
| <b>90</b> San Bruno Owl                   |                                                     |             |              |                  | X                   |
| <b>91</b> 3rd St/19th Ave                 |                                                     |             |              |                  | X                   |
| <b>61</b> California Street Cable Car     | X                                                   |             |              |                  |                     |
| <b>60</b> Powell-Hyde Cable Car           | X                                                   |             |              |                  |                     |
| <b>59</b> Powell-Mason Cable Car          | X                                                   |             |              |                  |                     |
| <b>E</b> Embarcadero                      | X                                                   |             |              |                  |                     |
| <b>F</b> Market & Wharves                 | X                                                   |             |              |                  |                     |
| <b>J</b> Church                           |                                                     |             | X            | X                | X                   |
| <b>KT</b> Ingleside/Third St <sup>1</sup> |                                                     |             | <sup>1</sup> | X                | X                   |
| <b>L</b> Taraval                          |                                                     |             |              | X                | X                   |
| <b>L</b> Taraval Owl                      |                                                     |             |              |                  | X                   |
| <b>M</b> Oceanview                        |                                                     |             | X            | X                | X                   |
| <b>N</b> Judah                            |                                                     |             |              | X                | X                   |
| <b>N</b> Judah Owl                        |                                                     |             |              |                  | X                   |
| <b>NX</b> Judah Express                   | X                                                   |             |              |                  |                     |

Notes: <sup>1</sup> In March 2021, the KT Ingleside/Third St is being covered by the K Ingleside Bus and T Third train, but for the purposes of this analysis these routes are considered to be serving the KT Ingleside/Third St route.

## TITLE VI ANALYSIS

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. A Title VI service equity analysis is required for service changes that meet the criteria in the SFMTA's Major Service Change Policy.

The SFMTA's Major Service Change Policy includes the following systemwide criteria:

*A schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more implemented at one time or over a rolling 24-month period;*

The temporary route suspensions, route additions, frequency changes, and service span changes that were in place in March 2021 have resulted in Muni service providing 30% fewer revenue service hours than what was provided in March 2020 and meets the systemwide major service change criteria. In addition, transit service changes were also broken down and analyzed at the route-level. The SFMTA's Major Service Change Policy includes the following route-level criteria:

*A schedule change on a route with 25 or more one-way trips per day resulting in:*

- *Adding or eliminating a route;*
- *A change in annual revenue hours on the route of 25 percent or more;*
- *A change in the daily span of service on the route of three hours or more; or*
- *A change in route-miles of 25 percent or more, where the route moves more than a quarter mile.*

*Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.*

To comply with Federal Transit Administration's (FTA's) Title VI service equity analysis requirement in FTA Circular 4702.1B (Title VI) that service changes that are in effect for longer than twelve months and fall within the Agency's definition of a "major service change" identified in SFMTA's Title VI Program are subject to a Title VI service equity analysis. The agency has prepared an analysis that compares pre-pandemic Muni service in effect in March 2020 to the Muni service in effect in March 2021. Changes that met the route-level major service change criteria were grouped by major service change category and analyzed to determine if each category of changes cumulatively resulted in a disparate impact on communities of color or a disproportionate burden on low-income populations.

Under the SFMTA's Disparate Impact Policy, service changes are considered to have a disparate impact on communities of color if the changes meet the Agency's major service change criteria and the proportion of people of color in the population impacted by the service changes is eight or more percentage points higher for service decreases (and lower for service increases) than the respective proportions in the citywide population.

Under the SFMTA's Disproportionate Burden Policy, service changes are considered to have a disproportionate burden on individuals living in low-income households if the changes meet the Agency's major service change criteria and the proportion of individuals living in low-income households in the population impacted by the service changes is eight or more percentage points higher for service decreases (and lower for service increases) than the respective proportions in the citywide population.

Based on the route-level major service change criteria and considering routes can meet multiple major service change criteria, the service equity analysis of the COVID-19 Temporary Service Plan in place in March 2021 showed that:

- 47 routes meet the SFMTA's route-level major service change criteria for routes miles (including 12 express or other peak commute hour routes that other in service daytime routes are serving)
- Nine routes meet the SFMTA's route-level major service change criteria for revenue service hours
- 14 routes meet the SFMTA's route-level major service change criteria for service span

For the major service change categories that resulted in service decreases, the proportion of people of color and the proportion of individuals living in low-income households in the impacted population were not eight or more percentage points higher than the respective proportions of the citywide population.

For the major service change categories that resulted in service increases, the proportion of people of color and the proportion of individuals living in low-income households in the impacted population were not eight or more percentage points lower than the respective proportions of the citywide population.

These results of this service equity analysis indicate that no disparate impact on communities of color or disproportionate burden on low-income communities was found. These findings are summarized in the table below.

| Major Service Change Type | No. of Routes that meet Major Service Change Criteria | Service Decreases |                   |                          | Service Increases |                   |                          |
|---------------------------|-------------------------------------------------------|-------------------|-------------------|--------------------------|-------------------|-------------------|--------------------------|
|                           |                                                       | No. of Routes     | Disparate Impact? | Disproportionate Burden? | No. of Routes     | Disparate Impact? | Disproportionate Burden? |
| Route Miles               | 47                                                    | 42                | No                | No                       | 5                 | No                | No                       |
| Revenue Hours             | 9                                                     | 4                 | No                | No                       | 5                 | No                | No                       |
| Service Span              | 14                                                    | 10                | No                | No                       | 4                 | No                | No                       |

## STAKEHOLDER ENGAGEMENT

Pursuant to Title VI of the Civil Rights Act of 1964 and its implementing regulations, as well as state and local laws, the SFMTA takes responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of SFMTA's programs and activities for individuals regardless of race, color or national origin. Given the diversity of San Francisco and of Muni's ridership, the SFMTA is particularly committed to disseminating information that is accessible to individuals who may have a limited ability to read, write or speak English.

Given the rapidly changing environment and the need to implement changes quickly, the SFMTA employed a range of communication methods to provide accessible, updated customer information

to the extent possible. Outreach strategies included:

- Deploying on-site Ambassadors, including individuals with bilingual skills, at targeted locations on an ongoing basis and throughout the system when service was being adjusted;
- Establishing a dedicated, multilingual information page at [sfmta.com/covid-19](http://sfmta.com/covid-19), which centralized the agency's COVID-19 information, including up-to-date information on the routes in service;
- Posting multilingual signage at transit stops;
- Providing multilingual announcements on Muni vehicles;
- Distributing multilingual informational fliers and handouts at more than one hundred community-based organizations, at pop-ups in parks and public gathering spaces in neighborhoods identified by the Muni Service Equity Strategy across the city and via neighborhood canvassing efforts;
- Providing briefings to stakeholders, including attending virtual community meetings;
- Issuing blog posts and social media posts; and,
- Engaging in traditional media outreach through press releases, newspaper ads and radio and television public service announcements, including neighborhood papers and on radio in Spanish and Chinese.

As resources allowed, restoring transit service was based on prioritizing providing service along routes that more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; where crowding data showed the higher frequencies would allow for greater physical distancing; that provide service to critical services such as hospitals and grocery stores; and that have enabled the agency to provide coverage to as much of San Francisco as possible. Another primary source of information was the critical feedback received from customers, operators, and other important stakeholders. The following routes have been restored in some form since the initial temporary COVID-19 Core Service Network went into effect:

- 5 Fulton
- 7 Haight-Noriega
- 8AX Bayshore Express
- 9R Bayshore
- 12 Folsom/Pacific (on a temporarily modified route)
- 15 Bayview-Hunters Point Express (new route)
- 27 Bryant (on a temporarily modified route)
- 28 19<sup>th</sup> Avenue (on a temporarily modified route)
- 30 Stockton (on a temporarily modified route)
- 33 Ashbury
- 37 Corbett
- 43 Masonic (on a temporarily modified route)
- 45 Union-Stockton
- 48 Quintara-24th Street (on a temporarily modified route)
- 54 Felton
- 55 Dogpatch (55 16<sup>th</sup> Street route was renamed and modified in conjunction with changes to the 22 Fillmore)
- 67 Bernal Heights
- J Church (on a temporarily modified route)

- M Ocean View (on a temporarily modified route)

The agency will continue to incorporate stakeholder feedback to the extent possible as the agency works to restore service, when resources allow, in order to provide San Franciscans with as much service as possible considering the constraints on the agency's resources.

## **ALTERNATIVES CONSIDERED**

The SFMTA implemented transit service changes to respond to the COVID-19 State of Emergency. The SFMTA considered not modifying transit service, but given significantly reduced staffing levels, this approach would have resulted in significant amounts of missed service throughout the system and consequently significant amounts of pass-ups in communities making the most frequent essential trips.

In terms of which routes initially remained in service and which routes have been restored since, the SFMTA prioritized its finite resources to provide service along routes that more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; where crowding data showed the higher frequencies would allow for greater physical distancing; that provide service to critical services such as hospitals and grocery stores; and that enabled the agency to provide coverage to as much of San Francisco as possible. Another primary source of information was the critical feedback received from customers, operators, and other important stakeholders.

## **FUNDING IMPACT**

Before the pandemic, the SFMTA saw declining revenues from parking fees and transit fares. As travel decreased due to the public health emergency, transit fare revenue further decreased and tax revenue also declined. One-time federal funding has saved the SFMTA from devastating cuts and layoffs, but this one-time funding runs out in 2023 and doesn't solve the agency's longer-term funding challenges. Restoring Muni transit service back to 100% of pre-pandemic service levels will require more sustained funding beyond the one-time federal funding that has been secured to date.

## **ENVIRONMENTAL REVIEW**

On April 28, 2021, the SFMTA, under authority delegated by the Planning Department, determined that adoption of the Title VI Service Equity Analysis for the current COVID-19 Temporary Service Plan is not a "project" under the California Environmental Quality Act (CEQA) pursuant to Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b).

A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors and is incorporated herein by reference.

## **OTHER APPROVALS**

The City Attorney's Office has reviewed this calendar item.

**RECOMMENDATION**

That the SFMTA Board approve the SFMTA's Title VI Service Equity Analysis for the temporary Municipal Railway service and route changes made during the ongoing COVID-19 State of Emergency which compares transit service in effect in March 2020 to transit service in effect in March 2021 and concludes that the temporary service changes do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI.

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS

RESOLUTION No. \_\_\_\_\_

WHEREAS, On March 16, 2020, San Francisco's Health Officer issued a Public Health Order in response to the COVID-19 State of Emergency requiring that residents shelter in place, with the only exception being for essential needs; and

WHEREAS, In response to the shelter in place ordinance, San Francisco Municipal Transportation Agency (SFMTA) reduced transit service, including closing the Muni Metro rail service to minimize risk to customer facing staff and the community and redirect custodial resources to other facilities, and further reductions service on April 8, 2020 to Muni's 17 most-used lines; and,

WHEREAS, The constraints on vehicle capacity due to physical distancing limitations, vehicle availability due to increased sanitization, and staff availability due to pre-pandemic vacancies and very limited hiring during the pandemic all continue to significantly limit the level of transit service Muni can provide; and,

WHEREAS, In response to these constraints, the SFMTA has prioritized providing and restoring service along routes that more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; routes where crowding data shows that higher frequencies would allow for greater physical distancing; routes that provide service to critical services such as hospitals and grocery stores; and routes that have enabled the agency to provide coverage to as much of San Francisco as possible; and,

WHEREAS, The San Francisco Municipal Transportation Agency is committed to making San Francisco a Transit-First City; and,

WHEREAS, Given the rapidly changing environment, and the need to implement changes quickly, the SFMTA employed a range of communication methods to provide accessible, updated customer information to the extent possible; and,

WHEREAS, Where resources have allowed, the SFMTA has worked to restore service along previously suspended routes in response to feedback received from customers, staff and other important stakeholders; and,

WHEREAS, Pursuant to the requirements contained in the Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," Muni service adjustments that meet the SFMTA's definition of a major service change and exceed 12 months in duration require a transit service equity analysis, which was conducted by comparing Muni service in effect in March 2020 (before the Public Health Order went into effect) to Muni service in effect in March 2021; and,

WHEREAS, Pursuant to the requirements contained in FTA Circular 4702.1B, the SFMTA analyzed the impacts of the service changes on communities of color and customers from low-income households and determined that the service changes do not result in a disparate impact on communities or color or a disproportionate burden on low-income communities under Title VI; and,

WHEREAS, On April 28, 2021, the SFMTA, under authority delegated by the Planning Department, determined that the adoption of the Title VI Service Equity Analysis for the current COVID-19 Temporary Service Plan is not a “project” under the California Environmental Quality Act (CEQA) pursuant Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b); and,

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and is incorporated herein by reference; therefore, be it

RESOLVED, That the SFMTA Board of Directors approves the Title VI Service Equity Analysis for the temporary Municipal Railway service and route changes made during the ongoing COVID-19 State of Emergency which compares transit service in effect in March 2020 to transit service in effect in March 2021 and concludes that the temporary service changes do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of May 18, 2021.

---

Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency

**Enclosure 2**

**TITLE VI  
SERVICE EQUITY  
ANALYSIS**

***COVID-19 Temporary  
Service Changes***

May 18, 2021

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## I. Background

### A. Title VI

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d).

The Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," provides guidance to transit agencies serving large urbanized areas and requires that these agencies "shall...evaluate, prior to implementation, any and all service changes that exceed the transit provider's major service change threshold, as well as all fare changes, to determine whether those changes will have a discriminatory impact based on race, color, or national origin" (Circular 4702.1B, Chapter IV-11). Regarding temporary service changes, FTA Circular 4702.1B states that if "a temporary service addition or change lasts longer than twelve months, then FTA considers the service addition or change permanent and the transit provider must conduct a service equity analysis if the service otherwise qualifies as a major service change" (Circular 4702.1B, Chapter IV-13).

### B. SFMTA and its Response to COVID-19 Pandemic

The San Francisco Municipal Transportation Agency (SFMTA), a department of the City and County of San Francisco, was established by voter proposition in 1999. One of the SFMTA's primary responsibilities is operating the San Francisco Municipal Railway, known universally as "Muni." Muni is the largest transit system in the Bay Area with over 700,000 passenger boardings per day and serving over 220 million customers a year. The Muni fleet includes historic streetcars, renewable biodiesel and electric hybrid buses and electric trolley coaches, light rail vehicles, paratransit cabs and vans and the world-famous cable cars. Muni provides one of the highest levels of service per capita with 63 bus routes, seven light rail lines, two historic streetcar lines, and three cable car lines and provides regional connections to other Bay Area public transit systems such as BART, AC Transit, Golden Gate Transit and Ferries, SamTrans, and Caltrain.

On February 25, 2020, Mayor London Breed issued a Proclamation Declaring the Existence of a Local Emergency (COVID-19 Local Emergency Proclamation) finding that the COVID-19 pandemic posed a threat to the lives, property and welfare of the City and County and its residents.

On March 16, 2020, San Francisco's Health Officer issued a Public Health Order in response to the COVID-19 State of Emergency requiring that residents shelter in place, with the only exception being for essential needs and trips. Shortly thereafter, the SFMTA implemented changes to Municipal Railway service in response to changing travel patterns and significantly reduced staffing levels. On April 8, 2020, the SFMTA implemented the initial 17-route COVID-19 Core Service Plan. Since April 8, 2020, the agency has brought back service when resources have allowed. Since temporary transit service changes are still in effect twelve months after service reductions were introduced in March 2020, the SFMTA conducted a service equity analysis of its current COVID-

19 Temporary Service Plan as of March 2021 to be responsive to the FTA's requirement that changes in effect longer than twelve months be subject to such an analysis. This analysis is included herein.

SFMTA is required to submit the final service equity analysis to the SFMTA Board of Directors for its consideration, awareness and approval and will provide a copy of the Board resolution to the FTA as documentation. This analysis will be forwarded to the SFMTA Board of Directors for review and public comment on May 18, 2021, responding to the reporting requirements contained in FTA Circular 4702.1B.

This Title VI Analysis includes:

- SFMTA's Board-approved Title VI-related policies and definitions, including the Agency's Major Service Change, Disparate Impact and Disproportionate Burden Policies.
- The methodology used for this service equity analysis.
- A description of the SFMTA's current COVID-19 Temporary Service Plan and background on what factors were and continue to be considered as the SFMTA works to provide as much service as possible considering the constraints on its resources imposed by the pandemic.
- A summary of the service equity analysis of the COVID-19 Temporary Service Plan based on 2015-2019 American Community Survey (ACS) 5-year estimates data from the US Census Bureau.
- A summary of public outreach and engagement efforts to seek public comment.

## II. SFMTA's Title VI-related Policies, Definitions, and Service Equity Analysis Methodology

On October 1, 2012, FTA issued updated Circular 4702.1B, which requires a transit agency's governing board to adopt the following policies related to fare and service changes:

- Major Service Change Definition – establishes a definition for a major service change, which provides the basis for determining when a service equity analysis needs to be conducted.
- Disparate Impact and Disproportionate Burden Policies – establishes thresholds to determine when proposed major service changes or fare changes would adversely affect communities of color and/or low-income populations and when alternatives need to be considered or impacts mitigated.

In response to FTA Circular 4702.1B, the SFMTA developed Major Service Change, Disparate Impact and Disproportionate Burden Policies, which were approved by the SFMTA Board of Directors on August 20, 2013, after an extensive multilingual public outreach process. Outreach included two public workshops, five presentations to the SFMTA Board and committees, and outreach to approximately 30 community-based organizations and transportation advocates with broad perspective among communities of color and low-income communities.

The following definitions and policies were used to conduct this Title VI service equity analysis: People and Communities of Color/Minority Populations, Low-income Populations, Major Service

Change Policy, Disparate Impact Policy, Disproportionate Burden Policy, and Adverse Effect.

### **A. People and Communities of Color / Minority Populations**

FTA's Circular 4702.1B includes the following race and ethnicity identities in its definition for those who are considered "minority persons" and members of "minority populations": American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander. For the purpose of this Title VI analysis, the SFMTA considers individuals to be a person of color if they self-identify as any race/ethnicity other than White, Not Hispanic or Latino. Individuals who self-identify as Multi-Racial including White, are also considered to be a person of color.

### **B. Low-income Populations**

SFMTA defines low-income individuals as those whose total household income is below 200% of the federal poverty level per household size. The table below shows the 2019 household incomes that meet the 200% Federal poverty level threshold for different household sizes. This definition of low-income households matches SFMTA's criteria for Lifeline Muni passes for low-income households in San Francisco.

*Table 1: 2019 Poverty Designations by Household Size*

| <b>Household Size</b>                              | <b>Poverty Guideline</b> | <b>200% of Poverty Guideline</b> |
|----------------------------------------------------|--------------------------|----------------------------------|
| 1                                                  | \$12,490                 | \$24,980                         |
| 2                                                  | \$16,910                 | \$33,820                         |
| 3                                                  | \$21,330                 | \$42,660                         |
| 4                                                  | \$25,750                 | \$51,500                         |
| 5                                                  | \$30,170                 | \$60,340                         |
| 6                                                  | \$34,590                 | \$69,180                         |
| <i>7+ add for each additional household member</i> | <i>+\$4,420</i>          | <i>+\$8,840</i>                  |

### **C. Major Service Change Policy**

SFMTA has developed a policy that defines a Major Service Change as a change in transit service that would be in effect for more than a 12-month period, and that would consist of any of the following criteria (per SFMTA's 2019 Title VI Program Update):

- *A schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more implemented at one time or over a rolling 24-month period;*
- *A schedule change on a route with 25 or more one-way trips per day resulting in:*
  - *Adding or eliminating a route;*
  - *A change in annual revenue hours on the route of 25 percent or more;*
  - *A change in the daily span of service on the route of three hours or more; or*
  - *A change in route-miles of 25 percent or more, where the route moves more than a quarter mile.*

*Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.*

- *The implementation of a New Start, Small Start, or other new fixed guideway capital project, regardless of whether the proposed changes to existing service meet any of the criteria for a service change described above.*

## D. Disparate Impact Policy

*Disparate Impact Policy determines the point (“threshold”) when adverse effects of fare or service changes are borne disparately by minority populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disparate impact on minority populations if the difference between the percentage of the minority population impacted by the changes and the percentage of the minority population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively.*

## E. Disproportionate Burden Policy

*Disproportionate Burden Policy determines the point when adverse effects of fare or service changes are borne disproportionately by low-income populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disproportionate burden on low-income populations if the difference between the percentage of the low-income population impacted by the changes and the percentage of the low-income population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively.*

Title VI also requires that positive changes, such as fare reductions and major service improvements, be evaluated for their effect on communities of color and low-income communities. SFMTA evaluates positive impact proposals together and negative impact proposals together.

## F. Adverse Effect

In addition to defining policies relating to Major Service Changes, Disparate Impact, and Disproportionate Burden, SFMTA also must define when an adverse effect may be found. According to the FTA’s Circular 4702.1B (Title VI), “an adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant.” For this Title VI analysis, an adverse effect may be deemed significant if it is in accordance with SFMTA’s Major Service Change definition (per the SFMTA’s 2019 Title VI Program Update) and it negatively impacts communities of color and/or low-income populations.

An adverse effect may be found if any one of the following occur:

- *A system-wide change (or series of changes) in annual revenue hours of five percent or more proposed at one time or over a rolling 24-month period;*
- *A route is added or eliminated;*
- *Annual revenue hours on a route are changed by 25 percent or more;*

- *The daily span of service on the route is changed three hours or more; or*
- *Route-miles are changed 25 percent or more, where the route moves more than a quarter mile.*

And

- *The proposed changes negatively impact minority and low-income populations.*

*Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.*

## G. Analysis Methodology

To respond to the requirement stated in FTA Circular 4702.1B (Title VI) that service changes in effect longer than twelve months are subject to a service equity analysis, the analysis included herein compares Muni service at the following two time points:

- March 2020 - Service in effect before the initial COVID-19 service reductions began, which reflects the most recent pre-pandemic service adjustments which went into effect on February 22, 2020.
- March 2021 – Service in effect twelve months from initial COVID-19 service reductions, which reflects the latest service adjustments that went into effect on January 23, 2021.

The analysis involves first determining which, if any, of the service changes that have been implemented meet the criteria in the SFMTA's Major Service Change Policy described above. Then each route that meets criteria in the Major Service Change policy is grouped by the categories of the major service change criteria that are met – route-miles, annual revenue service hours, and/or daily service span – and by whether the service change results in a service decrease or a service increase. A route is included in multiple categories of major service changes if the changes along the route meet multiple criteria of the Major Service Change Policy. (Note that full route suspensions and full route additions are considered to only meet the route-miles major service change.) Once the service changes are grouped by category, the population that is impacted by each category of major service changes is then determined.

The SFMTA typically relies on customer on-board survey data for service change analyses by using the route's ridership demographics. However, since the COVID-19 Temporary Service Plan includes the introduction of new service alignments with no existing ridership data for comparison, U.S. Census data, specifically, the 2015-2019 American Community Survey 5-Year Estimates (2019 ACS) data, are used to determine the population that is impacted by each major service change. The population impacted by each change to a Muni route or route segment is considered the population who lives within the service area of the route (or route segment). The service area for each route is defined to be the areas within a quarter mile of all of the stops along the route.

Race/ethnicity and household income data from the 2019 ACS and at the Census block group level are used in conjunction with the quarter-mile buffer from each of the route's stops. For every block group that is at least partly within the quarter-mile buffer, the percentage of the block group that is within the quarter-mile buffer is applied to the population and demographic data for the entire block group. The result is considered the number of individuals within the block group who are served by

the route and thus comprise the impacted population for the major service change occurring along that route.

The population and demographic data for each route is then combined with the corresponding data for all of the routes in the major service change category to determine the proportion of those in the impacted population who identified as a person of color or a person living in a low-income household. The identified proportions for the impacted population are then compared to the corresponding proportions for the overall population of San Francisco. This comparison is used to determine if the service changes in each major service change category are found to result in a disparate impact on San Francisco's communities of color or a disproportionate burden on San Francisco's low-income population.

Per 2019 ACS, 59% of San Francisco residents self-identified as a person of color and 21% of residents reported that they live in a low-income household (a household living at less than 200% of the Federal poverty level).

Based on the SFMTA's Disparate Impact Policy and Disproportionate Burden Policy, the comparisons of the proportions for the impacted population to San Francisco's overall population of San Francisco are then used to determine if each category of major service changes is found to have an impact.

A disparate impact is found for:

- Service decreases - if people of color comprise a proportion of the impacted population that is eight or more percentage points higher than the proportion of the citywide population
- Service increases - if people of color comprise a proportion of the impacted population that is eight or more percentage points lower than the proportion of the citywide population

A disproportionate burden is found for:

- Service decreases - if those in a low-income household comprise a proportion of the impacted population that is eight or more percentage points higher than the proportion of the citywide population
- Service increases - if those in a low-income household comprise a proportion of the impacted population that is eight or more percentage points lower than the proportion of the citywide population

### III. COVID-19 Temporary Service Plan

The SFMTA restructured Muni service to respond to the COVID-19 State of Emergency to account for the following significant constraints on resources:

- Vehicle Capacity: Physical distancing requirements translated to Muni buses only carrying one-third of the usual passenger load from pre-COVID-19 levels. This meant that it took about three buses to move the same number of people as one bus did prior to the pandemic.
- Vehicle Availability: The SFMTA's practice during the pandemic was to return vehicles at the end of each operator's shift for sanitization, which was more frequent than the industry

standard of cleaning vehicles at the end of the day, and resulted in fewer vehicles begin available for service.

- Staff Availability: Due to a 15% vacancy rate pre-pandemic across the agency and very limited hiring over the past year, the SFMTA has vacancies in many service critical positions from mechanics to supervisors.

Considering these constraints, the SFMTA prioritized providing and restoring transit service along routes that more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; routes where crowding data shows that higher frequencies would allow for greater physical distancing; routes that provide service to critical services such as hospitals and grocery stores; and routes that have enabled the agency to provide coverage to as much of San Francisco as possible. When resources have allowed, the SFMTA restored service along previously suspended routes in response to feedback received from customers and staff.

Below is an overview of the COVID-19-related Municipal Railway service changes that have been implemented:

- **March 17, 2020:** In response to a steep drop in ridership and staff availability due to the COVID-19 State of Emergency, most express routes, as well as the 41 Union, 88 BART Shuttle and E Embarcadero Streetcar routes, were temporarily suspended. Additionally, in order to reduce risk to operators, Cable Car and F Market service transitioned to using buses which are equipped with operator security partitions.
- **March 30, 2020:** The SFMTA implemented further transit service changes in response to a continued decline in ridership and staff availability. These service adjustments focused on routes where redundant service provided more capacity than what was needed. All Rapid routes, except for the 14R Mission Rapid, were temporarily suspended. All Muni Metro and light rail routes were replaced by buses using stops from the early morning Metro bus service. Closing the Muni Metro underground system allowed the SFMTA to redirect custodial resources to staff facilities and minimize risk to our station agents.
- **April 8, 2020:** Transit service was reduced to the agency's initial temporary COVID-19 Core Service Network comprising Muni's 17 most-used daytime lines. This network provided service on our busiest lines with the highest demand during the pandemic and ensured service was within one mile of all San Franciscans.
  - The 17 daytime routes included: 1 California, 8 Bayshore, 9 San Bruno, 14 Mission, 14R Mission Rapid, 19 Polk, 22 Fillmore, 24 Divisadero, 25 Treasure Island, 29 Sunset, 38 Geary, 38R Geary Rapid, 44 O'Shaughnessy, 49 Van Ness/Mission, L Taraval Bus, N Judah Bus, and T Third Bus.
- **April 25, 2020:** With additional staff resources, the COVID-19 Core Service Network was updated by adding back modified routes and increasing bus frequency on others. Service additions increased coverage across the City and improved connections to additional essential services. Restored routes included the: 5 Fulton, 12 Pacific (on a temporarily modified route), 28 19th Avenue (on a temporarily modified route), and 54 Felton (on a temporarily modified route).
- **May 4, 2020:** The M Bus returned as a partial "Community Shuttle" between Balboa Park and West Portal station.
- **May 16, 2020:** The SFMTA increased frequency on multiple lines in Muni's existing COVID-19 Core Service Network and reinstated the 9R San Bruno Rapid.
- **June 13, 2020:** To support the City's economic recovery, and with additional staff

availability, the SFMTA increased Muni service and frequency by adding select routes back into service, extending current routes, and improving frequency on routes with crowding. Restored routes included the: 7 Noriega, 30 Stockton (on a temporarily modified route), and 43 Masonic (on a temporarily modified route).

- **August 22, 2020:** To provide more vehicle capacity for essential travel and physical distancing, the SFMTA reopened the subway system and restored Muni Metro train service with temporary new route configurations for the J Church, K Ingleside, L Taraval, and a subway-only shuttle. In addition to adding back modified rail service, bus service was resumed on the 37 Corbett (on a temporarily modified route), 44 O'Shaughnessy (the previously temporarily modified route was extended to the full route), 45 Union-Stockton, 48 Quintata-24<sup>th</sup> St (on a temporarily modified route), 54 Felton (the previously temporarily modified route was extended to the full route), and 67 Bernal Heights.
  - On August 25, the subway was closed again for critical repairs and Muni Metro reverted back to bus service.
- **December 19, 2020:** The SFMTA began phasing Muni Metro rail back into service by restoring the J Church surface route to free up buses for additional service changes to be implemented in January 2021.
- **January 23, 2021:** With nearly a year of COVID-19 transit planning experience, and after working closely with key Muni Service Equity communities and the consideration of public feedback, the SFMTA was able to prioritize vehicle and operator resources to restore service and improve frequencies on multiple routes, including the: 15 Bayview-Hunters Point Express (new route), 22 Fillmore (on a partially new alignment), 27 Bryant, 33 Ashbury, 37 Corbett (the previously temporarily modified route was extended to the full route), 55 Dogpatch (on a partially new alignment) and the T Third Muni Metro rail line (on a temporarily modified route).

## IV. Major Service Change & Impacted Population Analysis

The temporary route suspensions, route additions, frequency changes, and service span changes that were in place in March 2021, the current COVID-19 Temporary Service Plan, have resulted in Muni service providing 70% of the revenue service hours that were offered in March 2020. This systemwide reduction of 30% is considered a major service change as it exceeds the 5% threshold in the Major Service Change Policy for a systemwide service change. These changes are broken down and analyzed at the route-level for the following major service change categories with all service adjustments within each category being analyzed cumulatively to determine if the package of changes have a disparate impact on communities of color or a disproportionate burden on low-income populations:

- A. Full Route and Route Segment Temporary Suspensions (Service Decreases)
- B. Full Route and Route Segment Temporary Additions (Service Increases)
- C. Revenue Service Hour Decreases
- D. Revenue Service Hour Increases
- E. Daily Service Span Decreases
- F. Daily Service Span Increases

Table 2 includes a summary of the service changes between March 2020 and March 2021 and the determinations whether the changes met the major service change criteria is included. The changes that are considered a major service change are analyzed further in the following sections.

**Table 2: Summary of Net Service Changes Between March 2020 & March 2021 and Determinations if Changes Meet Major Service Change Criteria**

| Route                         | Net Service Change between March 2020 & March 2021 |             |          |                  |                     | Meets Major Service Change Criteria with Service Decrease “(−)” or Increase “(+)” |     |                            |     |              |     |
|-------------------------------|----------------------------------------------------|-------------|----------|------------------|---------------------|-----------------------------------------------------------------------------------|-----|----------------------------|-----|--------------|-----|
|                               | Not in Service                                     | New Service | Re-Route | Frequency Change | Service Span Change | Route-Miles                                                                       |     | Revenue Hours <sup>1</sup> |     | Service Span |     |
|                               |                                                    |             |          |                  |                     | (−)                                                                               | (+) | (−)                        | (+) | (−)          | (+) |
| <b>1</b> California           |                                                    |             |          | X                | X                   |                                                                                   |     |                            |     |              | X   |
| <b>1AX</b> California Express | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>1BX</b> California Express | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>2</b> Sutter/Clement       | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>3</b> Jackson              | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>5</b> Fulton               |                                                    |             |          | X                | X                   |                                                                                   |     |                            |     | X            | X   |
| <b>5</b> Fulton Owl           | X <sup>2</sup>                                     |             |          |                  |                     |                                                                                   |     |                            |     |              |     |
| <b>5R</b> Fulton Rapid        | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>6</b> Parnassus            | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>7</b> Haight-Noriega       |                                                    |             |          | X                | X                   |                                                                                   |     |                            |     |              |     |
| <b>7X</b> Noriega Express     | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>8</b> Bayshore             |                                                    |             |          | X                | X                   |                                                                                   |     |                            |     |              | X   |
| <b>8AX</b> Bayshore Express   |                                                    |             | X        | X                | X                   |                                                                                   |     |                            |     |              |     |
| <b>8BX</b> Bayshore Express   | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>9</b> San Bruno            |                                                    |             |          | X                | X                   |                                                                                   |     |                            |     |              | X   |
| <b>9R</b> San Bruno Rapid     |                                                    |             |          | X                | X                   |                                                                                   |     |                            |     |              |     |
| <b>10</b> Townsend            | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>12</b> Folsom-Pacific      |                                                    |             | X        | X                | X                   |                                                                                   | X   | X                          |     |              |     |
| <b>14</b> Mission             |                                                    |             |          | X                | X                   |                                                                                   |     |                            |     |              | X   |
| <b>14</b> Mission Owl         |                                                    |             |          | X                | X                   |                                                                                   |     |                            |     |              | X   |
| <b>14R</b> Mission Rapid      |                                                    |             |          | X                | X                   |                                                                                   |     |                            |     | X            | X   |
| <b>14X</b> Mission Express    | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>15</b> Hunters Pt Express  |                                                    | X           |          |                  |                     |                                                                                   |     |                            | X   |              |     |
| <b>18</b> 46th Ave            | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>19</b> Polk                |                                                    |             |          | X                | X                   |                                                                                   |     |                            |     |              |     |
| <b>21</b> Hayes               | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>22</b> Fillmore            |                                                    |             | X        | X                | X                   |                                                                                   |     |                            |     |              |     |
| <b>22</b> Fillmore Owl        |                                                    |             |          |                  |                     | X <sup>2</sup>                                                                    |     |                            |     |              |     |
| <b>23</b> Monterey            | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>24</b> Divisadero          |                                                    |             |          | X                | X                   |                                                                                   |     |                            |     |              |     |
| <b>24</b> Divisadero Owl      |                                                    |             |          |                  |                     | X <sup>2</sup>                                                                    |     |                            |     |              |     |
| <b>25</b> Treasure Island     |                                                    |             |          | X                | X                   |                                                                                   |     |                            |     |              |     |
| <b>25</b> Treasure Island Owl |                                                    |             |          |                  |                     | X <sup>2</sup>                                                                    |     |                            |     |              |     |
| <b>27</b> Bryant              |                                                    |             | X        | X                | X                   |                                                                                   |     |                            |     |              |     |
| <b>28</b> 19th Ave            |                                                    |             | X        | X                | X                   |                                                                                   | X   | X                          |     |              |     |
| <b>28R</b> 19th Ave Rapid     | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>29</b> Sunset              |                                                    |             |          | X                | X                   |                                                                                   |     |                            |     |              |     |
| <b>30</b> Stockton            |                                                    |             | X        | X                | X                   |                                                                                   |     |                            |     |              | X   |
| <b>30X</b> Marina Express     | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>31</b> Balboa              | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>31AX</b> Balboa Express    | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>31BX</b> Balboa Express    | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>33</b> Ashbury-18th St     |                                                    |             |          | X                | X                   |                                                                                   |     |                            |     |              |     |
| <b>35</b> Eureka              | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>36</b> Teresita            | X                                                  |             |          |                  |                     |                                                                                   |     | X                          |     |              |     |
| <b>37</b> Corbett             |                                                    |             |          | X                | X                   |                                                                                   |     |                            |     |              | X   |

| Route |                                 | Net Service Change between March 2020 & March 2021 |             |          |                  |                     | Meets Major Service Change Criteria with Service Decrease “(−)” or Increase “(+)” |                |                            |     |              |     |
|-------|---------------------------------|----------------------------------------------------|-------------|----------|------------------|---------------------|-----------------------------------------------------------------------------------|----------------|----------------------------|-----|--------------|-----|
|       |                                 | Not in Service                                     | New Service | Re-Route | Frequency Change | Service Span Change | Route-Miles                                                                       |                | Revenue Hours <sup>1</sup> |     | Service Span |     |
|       |                                 |                                                    |             |          |                  |                     | (−)                                                                               | (+)            | (−)                        | (+) | (−)          | (+) |
| 38    | Geary                           |                                                    |             |          | X                | X                   |                                                                                   |                |                            |     |              | X   |
| 38    | Geary Owl                       |                                                    |             |          |                  | X <sup>2</sup>      |                                                                                   |                |                            |     |              |     |
| 38AX  | Geary Express                   | X                                                  |             |          |                  |                     |                                                                                   | X              |                            |     |              |     |
| 38BX  | Geary Express                   | X                                                  |             |          |                  |                     |                                                                                   | X              |                            |     |              |     |
| 38R   | Geary Rapid                     |                                                    |             |          | X                | X                   |                                                                                   |                |                            |     |              | X   |
| 39    | Coit                            | X                                                  |             |          |                  |                     |                                                                                   | X              |                            |     |              |     |
| 41    | Union                           | X                                                  |             |          |                  |                     |                                                                                   | X              |                            |     |              |     |
| 43    | Masonic                         |                                                    |             | X        | X                | X                   |                                                                                   | X              |                            | X   |              |     |
| 44    | O'Shaughnessy                   |                                                    |             |          | X                | X                   |                                                                                   | X              |                            |     |              |     |
| 44    | O'Shaughnessy Owl               |                                                    |             |          |                  |                     |                                                                                   | X <sup>2</sup> |                            |     |              |     |
| 45    | Union-Stockton                  |                                                    |             |          | X                | X                   |                                                                                   |                |                            |     |              |     |
| 47    | Van Ness                        | X                                                  |             |          |                  |                     |                                                                                   | X              |                            |     |              |     |
| 48    | Quintara-24th St                |                                                    |             | X        | X                | X                   |                                                                                   | X              |                            | X   |              |     |
| 48    | Quintara Owl                    | X <sup>2</sup>                                     |             |          |                  |                     |                                                                                   |                |                            |     |              |     |
| 49    | Van Ness-Mission                |                                                    |             | X        | X                | X                   |                                                                                   |                |                            |     |              |     |
| 52    | Excelsior                       | X                                                  |             |          |                  |                     |                                                                                   | X              |                            |     |              |     |
| 54    | Felton                          |                                                    |             |          | X                | X                   |                                                                                   |                |                            |     |              |     |
| 55    | 16th St (55 Dogpatch)           |                                                    |             | X        | X                | X                   |                                                                                   | X              | X                          |     | X            |     |
| 56    | Rutland                         | X                                                  |             |          |                  |                     |                                                                                   | X              |                            |     |              |     |
| 57    | Parkmerced                      | X                                                  |             |          |                  |                     |                                                                                   | X              |                            |     |              |     |
| 66    | Quintara                        | X                                                  |             |          |                  |                     |                                                                                   | X              |                            |     |              |     |
| 67    | Bernal Heights                  |                                                    |             |          | X                | X                   |                                                                                   |                |                            |     |              |     |
| 76X   | Marin Headlands Express         | X <sup>2</sup>                                     |             |          |                  |                     |                                                                                   |                |                            |     |              |     |
| 81X   | Caltrain Express                | X <sup>2</sup>                                     |             |          |                  |                     |                                                                                   |                |                            |     |              |     |
| 82X   | Levi's Plaza Express            | X <sup>2</sup>                                     |             |          |                  |                     |                                                                                   |                |                            |     |              |     |
| 83X   | Mid-Market Express <sup>3</sup> | X <sup>3</sup>                                     |             |          |                  |                     |                                                                                   |                |                            |     |              |     |
| 88    | BART Shuttle                    | X <sup>2</sup>                                     |             |          |                  |                     |                                                                                   |                |                            |     |              |     |
| 90    | San Bruno Owl                   |                                                    |             |          |                  |                     | X <sup>2</sup>                                                                    |                |                            |     |              |     |
| 91    | 3rd St/19th Ave                 |                                                    |             |          |                  |                     | X <sup>2</sup>                                                                    |                |                            |     |              |     |
| 61    | California Street Cable Car     | X                                                  |             |          |                  |                     |                                                                                   | X              |                            |     |              |     |
| 60    | Powell-Hyde Cable Car           | X                                                  |             |          |                  |                     |                                                                                   | X              |                            |     |              |     |
| 59    | Powell-Mason Cable Car          | X                                                  |             |          |                  |                     |                                                                                   | X              |                            |     |              |     |
| E     | Embarcadero                     | X                                                  |             |          |                  |                     |                                                                                   | X              |                            |     |              |     |
| F     | Market & Wharves                | X                                                  |             |          |                  |                     |                                                                                   | X              |                            |     |              |     |
| J     | Church                          |                                                    |             | X        | X                | X                   |                                                                                   | X              |                            | X   |              | X   |
| KT    | Ingleside/Third St <sup>4</sup> |                                                    |             | 4        | X                | X                   |                                                                                   |                |                            |     |              | X   |
| L     | Taraval                         |                                                    |             |          | X                | X                   |                                                                                   |                |                            |     |              | X   |
| L     | Taraval Owl                     |                                                    |             |          |                  |                     | X <sup>2</sup>                                                                    |                |                            |     |              |     |
| M     | Oceanview                       |                                                    |             | X        | X                | X                   |                                                                                   | X              |                            | X   |              |     |
| N     | Judah                           |                                                    |             |          | X                | X                   |                                                                                   |                |                            |     |              | X   |
| N     | Judah Owl                       |                                                    |             |          |                  |                     | X <sup>2</sup>                                                                    |                |                            |     |              |     |
| NX    | Judah Express                   | X                                                  |             |          |                  |                     |                                                                                   | X              |                            |     |              |     |

Notes: <sup>1</sup> Owl routes with corresponding daytime routes are considered to be distinct from the daytime routes for the route-miles and service span major service change categories, but combined for the revenue service hour major service change category.

<sup>2</sup> This route had fewer than the 25 one-way trips in March 2020. One of the SFMTA's Major

- Service Change criteria is that routes have 25 or more one-way trips.
- <sup>3</sup> The suspension of the 83X is not included in this analysis as its elimination was approved through MTA Board Resolution No. 200407-036 on April 7, 2020.
- <sup>4</sup> In March 2021, the KT Ingleside/Third St is being covered by the K Ingleside Bus and T Third train, but for the purposes of this analysis these routes are considered to be serving the KT Ingleside/Third St route.

## A. Full Route and Route Segment Temporary Suspensions (Service Decreases)

The COVID-19 Temporary Service Plan as of March 2021 includes 42 temporary suspensions, compared to the service that was in place in March 2020 prior to the initial COVID-19 service reductions, that meet the SFMTA's major service change criteria. These changes include 35 routes that are temporarily not in service and 7 routes that are in service, but where a segment of the route has been suspended. Twelve of the 35 routes (34%) that are not in service are express or other routes that serve pre-pandemic peak commute hours along corridors/alignments where the primary daytime route is in service. The temporary route and route segment suspensions and the populations determined to be impacted by these changes are summarized in Table 3 and are shown in the maps in Figure 1 and Figure 2. Figure 1 also shows the Census Block groups where people of color make up a larger proportion than in the city's overall population. Figure 2 also shows the Census Block groups where people living in low-income households make up a larger proportion than in the city's overall population.

People of color make up 59% of the impacted population. Since this proportion is not eight or more percentage points higher than the proportion people of color make up of the citywide population, which is also 59%, the temporary route and route segment suspensions are found to not result in a disparate impact.

People living in low-income households make up 24% of the impacted population. Since this proportion is not eight or more percentage points higher than the proportion living in low-income households comprising the citywide population (21%), the temporary route and route segment suspensions are found to not result in a disproportionate burden.

*Table 3: Temporary Route Suspensions – Major Service Changes in Effect March 2021*

| Route                 | Route-Miles % Change                      | Impacted Population (Within 0.25 Miles of a Stop) | % People of Color <sup>1</sup> | % Low-income <sup>1</sup> |
|-----------------------|-------------------------------------------|---------------------------------------------------|--------------------------------|---------------------------|
| <b>Route Segments</b> |                                           |                                                   |                                |                           |
| 12                    | Folsom-Pacific Removed Segment            | -69%                                              | 61,496                         | 62%                       |
| 28                    | 19th Ave Removed Segment                  | -40%                                              | 22,320                         | 21%                       |
| 43                    | Masonic Removed Segment                   | -27%                                              | 22,144                         | 23%                       |
| 48                    | Quintara-24 <sup>th</sup> Removed Segment | -38%                                              | 38,144                         | 56%                       |
| 55                    | 16th St Removed Segment                   | <sup>2</sup>                                      | 6,034                          | 58%                       |
| J                     | Church Removed Segment                    | -40%                                              | 28,765                         | 68%                       |
| M                     | Oceanview Removed Segment                 | -57%                                              | 48,376                         | 58%                       |
| <b>Full Routes</b>    |                                           |                                                   |                                |                           |

| <b>Route</b>                                                  | <b>Route-Miles % Change</b> | <b>Impacted Population (Within 0.25 Miles of a Stop)</b> | <b>% People of Color<sup>1</sup></b> | <b>% Low-income<sup>1</sup></b> |
|---------------------------------------------------------------|-----------------------------|----------------------------------------------------------|--------------------------------------|---------------------------------|
| 1AX California Express                                        | -100%                       | 28,402                                                   | 54%                                  | 20%                             |
| 1BX California Express                                        | -100%                       | 30,267                                                   | 43%                                  | 15%                             |
| 2 Sutter / Clement                                            | -100%                       | 87,971                                                   | 53%                                  | 24%                             |
| 3 Jackson                                                     | -100%                       | 68,367                                                   | 52%                                  | 25%                             |
| 5R Fulton Rapid                                               | -100%                       | 81,473                                                   | 59%                                  | 28%                             |
| 6 Parnassus                                                   | -100%                       | 88,030                                                   | 51%                                  | 22%                             |
| 7X Noriega Express                                            | -100%                       | 81,433                                                   | 65%                                  | 27%                             |
| 8BX Bayshore Express                                          | -100%                       | 92,737                                                   | 77%                                  | 34%                             |
| 10 Townsend                                                   | -100%                       | 89,429                                                   | 55%                                  | 25%                             |
| 14X Mission Express                                           | -100%                       | 74,199                                                   | 82%                                  | 27%                             |
| 18 46th Ave                                                   | -100%                       | 48,454                                                   | 64%                                  | 18%                             |
| 21 Hayes                                                      | -100%                       | 70,078                                                   | 56%                                  | 27%                             |
| 23 Monterey                                                   | -100%                       | 60,946                                                   | 67%                                  | 19%                             |
| 28R 19th Ave Rapid                                            | -100%                       | 47,094                                                   | 66%                                  | 17%                             |
| 30X Marina Express                                            | -100%                       | 36,356                                                   | 45%                                  | 22%                             |
| 31 Balboa                                                     | -100%                       | 112,762                                                  | 62%                                  | 28%                             |
| 31AX Balboa Express                                           | -100%                       | 34,867                                                   | 62%                                  | 19%                             |
| 31BX Balboa Express                                           | -100%                       | 34,258                                                   | 56%                                  | 19%                             |
| 35 Eureka                                                     | -100%                       | 32,336                                                   | 36%                                  | 11%                             |
| 36 Teresita                                                   | -100%                       | 51,102                                                   | 49%                                  | 15%                             |
| 38AX Geary Express                                            | -100%                       | 24,184                                                   | 62%                                  | 23%                             |
| 38BX Geary Express                                            | -100%                       | 39,573                                                   | 57%                                  | 19%                             |
| 39 Coit                                                       | -100%                       | 19,639                                                   | 60%                                  | 36%                             |
| 41 Union                                                      | -100%                       | 56,276                                                   | 48%                                  | 24%                             |
| 47 Van Ness                                                   | -100%                       | 74,094                                                   | 52%                                  | 27%                             |
| 52 Excelsior                                                  | -100%                       | 37,777                                                   | 66%                                  | 18%                             |
| 56 Rutland                                                    | -100%                       | 22,248                                                   | 93%                                  | 30%                             |
| 57 Parkmerced                                                 | -100%                       | 32,690                                                   | 68%                                  | 24%                             |
| 66 Quintara                                                   | -100%                       | 33,100                                                   | 64%                                  | 14%                             |
| 61 C California Street Cable Car                              | -100%                       | 38,359                                                   | 57%                                  | 26%                             |
| 60 PH Powell-Hyde Cable Car                                   | -100%                       | 52,386                                                   | 59%                                  | 31%                             |
| 59 PM Powell-Mason Cable Car                                  | -100%                       | 43,980                                                   | 65%                                  | 37%                             |
| E Embarcadero                                                 | -100%                       | 23,588                                                   | 54%                                  | 19%                             |
| F Market & Wharves                                            | -100%                       | 62,063                                                   | 57%                                  | 29%                             |
| NX Judah Express                                              | -100%                       | 28,514                                                   | 63%                                  | 17%                             |
| Total Impacted Population (within 0.25 Miles) <sup>1, 3</sup> |                             | 2,066,311                                                | 59%                                  | 24%                             |
| Citywide Population <sup>1</sup>                              |                             |                                                          | 59%                                  | 21%                             |

| <b>Route</b>                                                                                                         | <b>Route-Miles % Change</b> | <b>Impacted Population<br/>(Within 0.25 Miles of a Stop)</b> | <b>% People of Color<sup>1</sup></b> | <b>% Low-income<sup>1</sup></b> |
|----------------------------------------------------------------------------------------------------------------------|-----------------------------|--------------------------------------------------------------|--------------------------------------|---------------------------------|
| Difference in Percentage Points                                                                                      |                             |                                                              | <b>0</b>                             | <b>+3</b>                       |
| <b>Disparate Impact?</b><br>(Difference of 8 or more percentage points <u>higher</u> for service <u>decreases</u> ?) |                             |                                                              | <b>No</b>                            |                                 |
| <b>Disproportionate Burden?</b><br>(Difference of 8 or more percentage points <u>higher</u> for service decreases?)  |                             |                                                              |                                      | <b>No</b>                       |

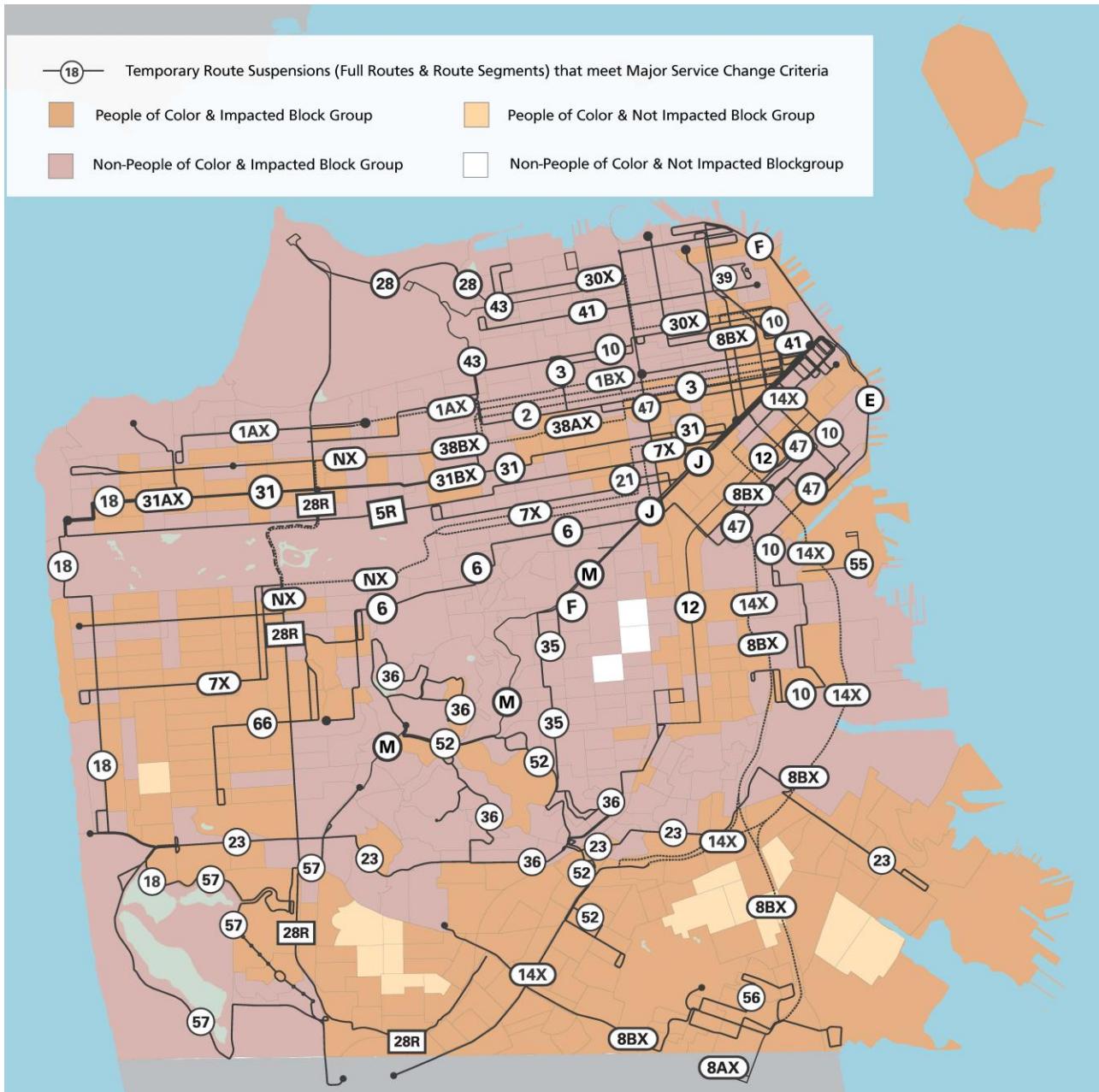
Notes:

- <sup>1</sup> Data Source: U.S. Census Bureau 2015-2019 American Community Survey 5-year estimates

- <sup>2</sup> For this route there is a segment addition in addition to a segment suspension. The cumulative percent change in route-miles is positive (noting a service increase) and is thus shown with the route segment additions. See Table 4 for the cumulative percent change.

- <sup>3</sup> Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area.

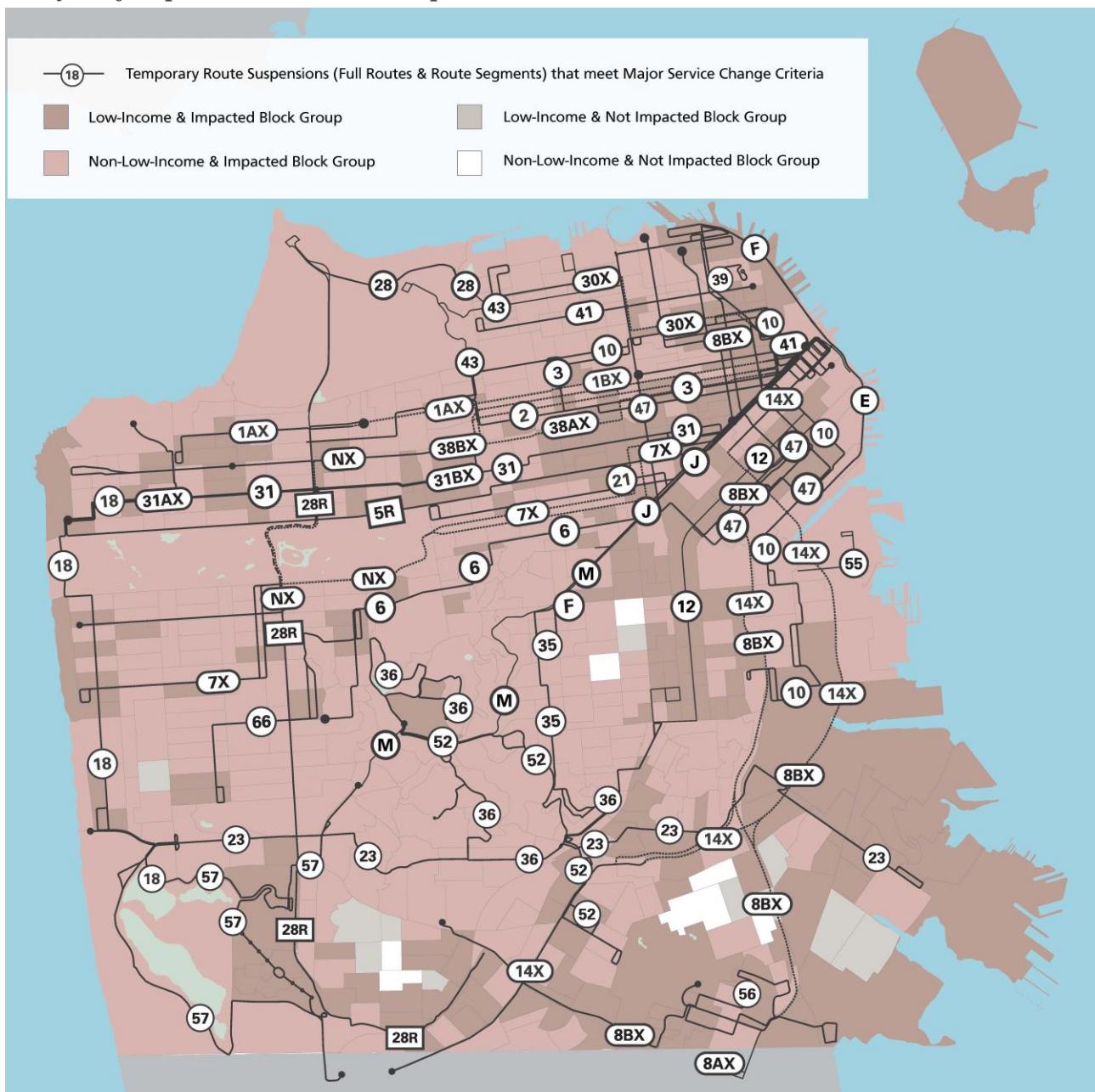
*Figure 1: Temporary Route Suspensions – Major Service Changes in Effect March 2021 & Analysis of Impact on People of Color*



Notes:

- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city's overall population (59%)
- **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

**Figure 2: Temporary Route Suspensions – Major Service Changes in Effect March 2021 & Analysis of Impact on Low-income Population**



- Notes:
- **Low-Income Block Group:** Census Block Group where those living in low-income households make up an equal or greater proportion than in the city's overall population (21%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

## B. Full Route and Route Segment Temporary Additions (Service Increases)

The COVID-19 Temporary Service Plan as of March 2021 includes five temporary additions, compared to the service that was in place in March 2020 prior to the initial COVID-19 service reductions, that meet the SFMTA's major service change criteria. These changes include one new route and four routes that were in service prior to the pandemic, but where a segment has been added to the route. It should be noted that every route that had a segment added also had a segment that was suspended. The suspended segments were analyzed in the Temporary Suspensions section above.

The temporary route and route segment additions and the populations determined to be impacted by these changes are summarized in Table 4 and are shown in the maps in Figure 3 and Figure 4. Figure 3 also shows the Census Block groups where people of color make up a larger proportion than in the city's overall population. Figure 4 also shows the Census Block groups where people living in low-income households make up a larger proportion than in the city's overall population.

People of color make up 62% of the impacted population. Since this proportion is not eight or more percentage points lower than the proportion people of color make up of the citywide population (59%), the temporary route and route segment additions are found to not result in a disparate impact.

People living in low-income households make up 25% of the impacted population. Since this proportion is not eight or more percentage points lower than the proportion living in low-income households make up of the citywide population (21%), the temporary route and route segment additions are found to not result in a disproportionate burden.

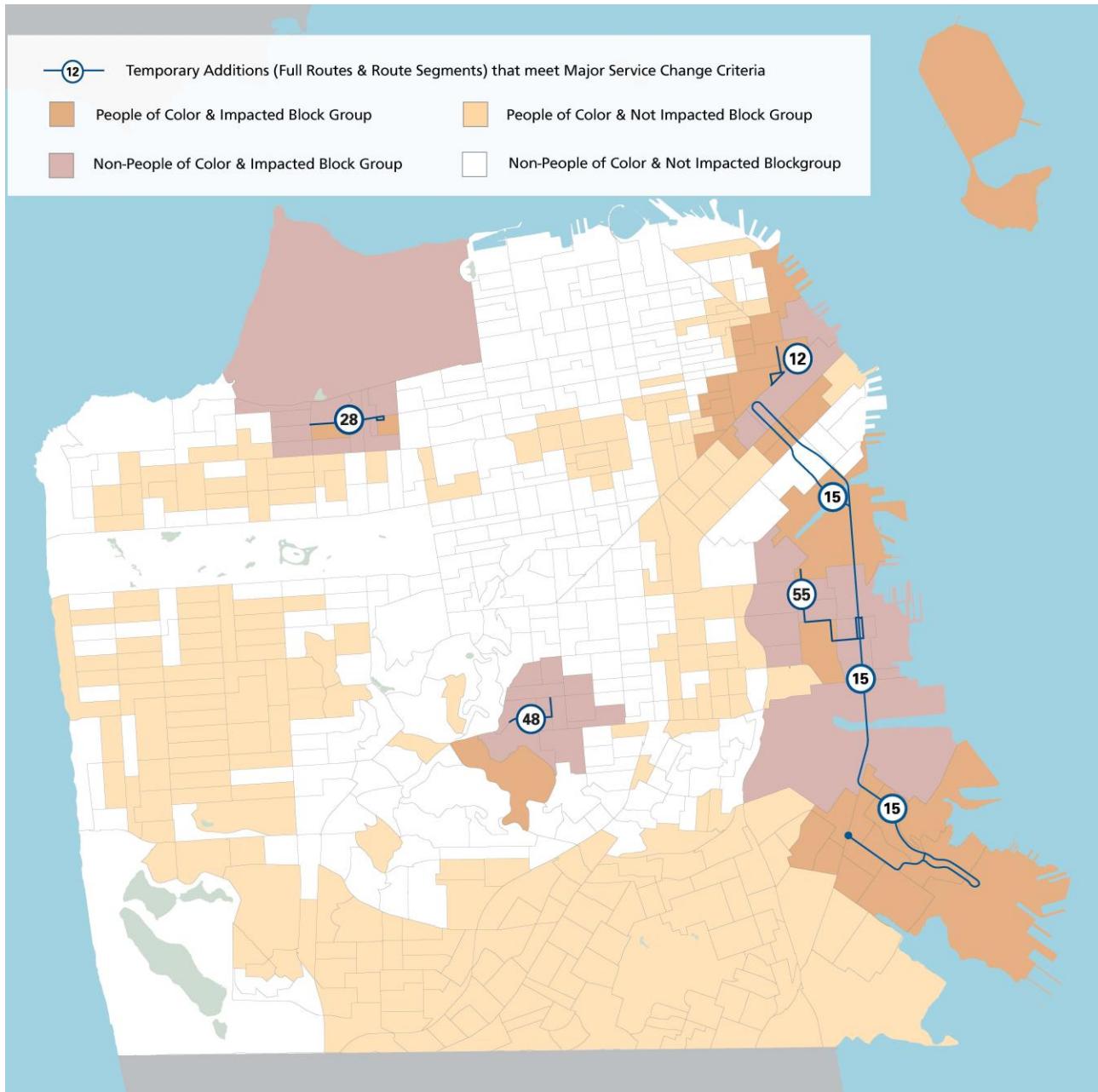
*Table 4: Temporary Route Additions – Major Service Changes in Effect March 2021*

| Route                                                                                                              | Route-Miles % Change                       | Impacted Population (Within 0.25 Miles of a Stop) | % People of Color <sup>1</sup> | % Low-income <sup>1</sup> |
|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------|--------------------------------|---------------------------|
| <b>Route Segments</b>                                                                                              |                                            |                                                   |                                |                           |
| 12                                                                                                                 | Folsom-Pacific Added Segment               | 2                                                 | 3,109                          | 71%                       |
| 28                                                                                                                 | 19th Ave Added Segment                     | 2                                                 | 9,394                          | 46%                       |
| 48                                                                                                                 | Quintara-24 <sup>th</sup> St Added Segment | 2                                                 | 5,944                          | 32%                       |
| 55                                                                                                                 | Dogpatch Added Segment                     | +28%                                              | 7,795                          | 46%                       |
| <b>Full Routes<sup>2</sup></b>                                                                                     |                                            |                                                   |                                |                           |
| 15                                                                                                                 | Bayview Hunters Pt Express                 | 100%                                              | 23,184                         | 81%                       |
| Total Impacted Population (within 0.25 Miles) <sup>1, 3</sup>                                                      |                                            | 49,426                                            | 62%                            | 25%                       |
| Citywide Population <sup>1</sup>                                                                                   |                                            |                                                   | 59%                            | 21%                       |
| Difference in Percentage Points                                                                                    |                                            |                                                   | +3                             | +4                        |
| <b>Disparate Impact?</b><br>(Difference of 8 or more percentage points <u>lower</u> for service increases?)        |                                            |                                                   | No                             |                           |
| <b>Disproportionate Burden?</b><br>(Difference of 8 or more percentage points <u>lower</u> for service increases?) |                                            |                                                   |                                | No                        |

Notes: <sup>1</sup> Data Source: U.S. Census Bureau 2015-2019 American Community Survey 5-year estimates

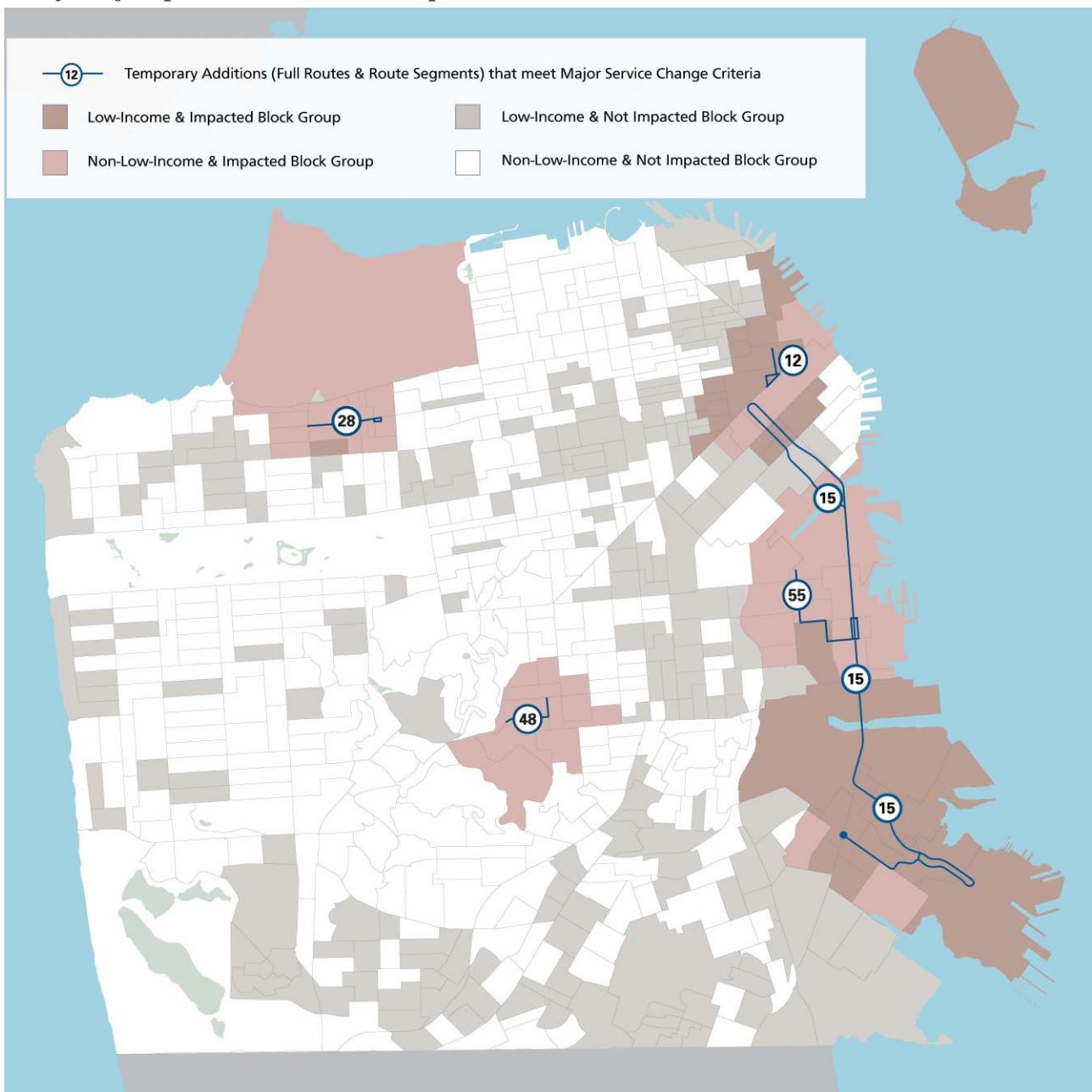
- <sup>2</sup> For this route there is a segment suspension in addition to a segment addition. The cumulative percent change in route-miles is negative (noting a service decrease) and is thus shown with the route segment suspensions. See Table 3 for the cumulative percent change.
- <sup>3</sup> Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area.

**Figure 3: Temporary Route Additions – Major Service Changes in Effect March 2021 & Analysis of Impact on People of Color**



- Notes:
- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city's overall population (59%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

**Figure 4: Temporary Route Additions – Major Service Changes in Effect March 2021 & Analysis of Impact on Low-income Population**



- Notes:
- **Low-Income Block Group:** Census Block Group where those living in low-income households make up an equal or greater proportion than in the city's overall population (21%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

### C. Route-Level Revenue Service Hour Decreases

The COVID-19 Temporary Service Plan as of March 2021 includes 4 temporary route-level revenue service hour decreases, compared to the service that was in place in March 2020 prior to the initial COVID-19 service reductions, that meet the SFMTA's major service change criteria. These route-level revenue service hour decreases and the populations determined to be impacted by these changes are summarized in Table 5 and are shown in the maps in Figure 5 and Figure 6. Figure 5 also shows the Census Block groups where people of color make up a larger proportion than in the city's overall population. Figure 6 also shows the Census Block groups where people living in low-income households make up a larger proportion than in the city's overall population.

People of color make up 58% of the impacted population. Since this proportion is not eight or more percentage points higher than the proportion people of color comprising the citywide population (59%), the temporary revenue service hour decreases are found to not result in a disparate impact.

People living in low-income households make up 21% of the impacted population. Since this proportion is not eight or more percentage points higher than the proportion living in low-income households make up of the citywide population (21%), the revenue service hour decreases are found to not result in a disproportionate burden.

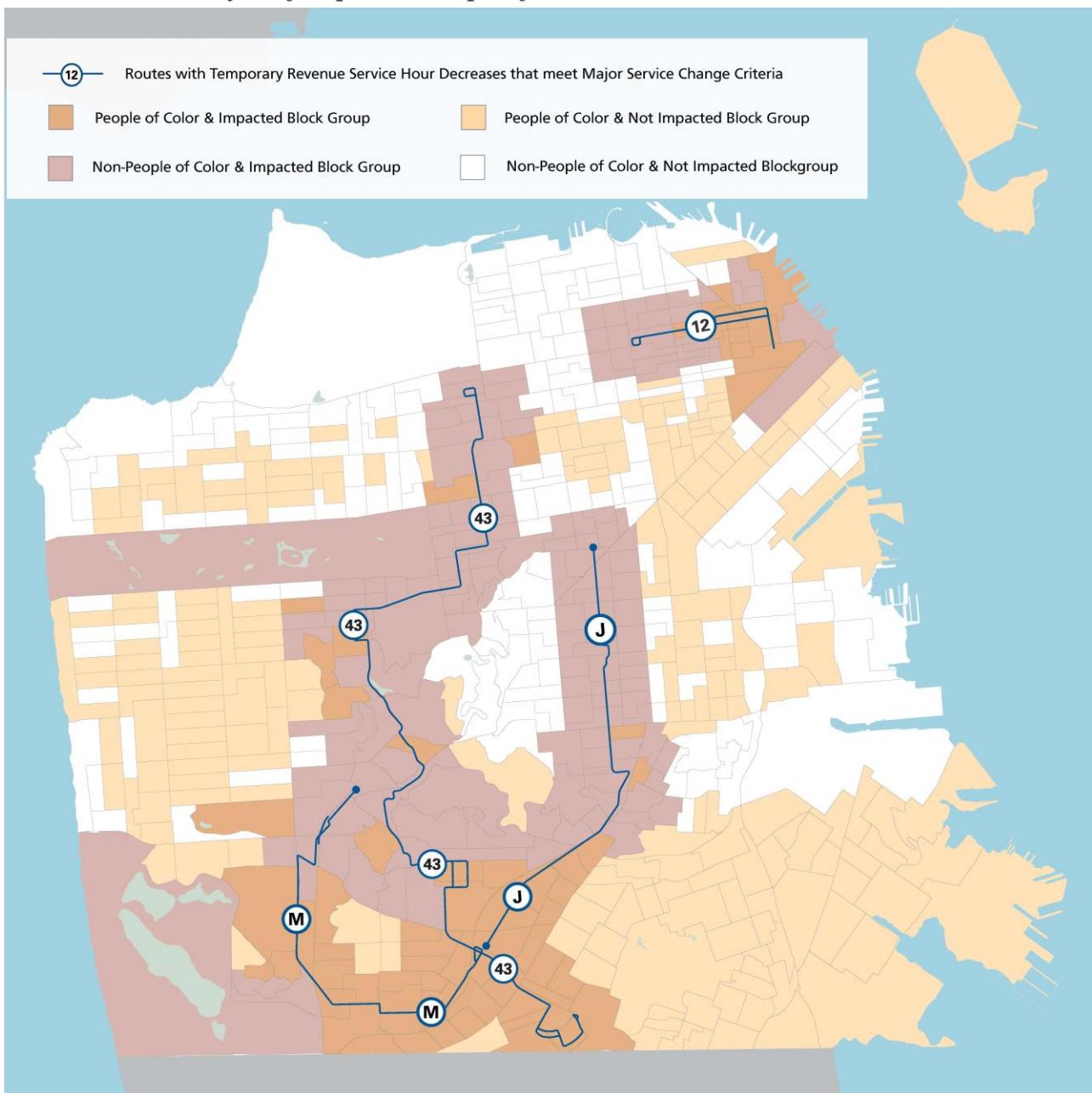
**Table 5: Temporary Revenue Service Hour Decreases – Major Service Changes in Effect March 2021**

| Route                                                                                                               | Revenue Service Hour % Change | Impacted Population (Within 0.25 Miles of a Stop) | % People of Color <sup>1</sup> | % Low-income <sup>1</sup> |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------|---------------------------------------------------|--------------------------------|---------------------------|
| 12 Folsom-Pacific                                                                                                   | -60%                          | 42,408                                            | 59%                            | 32%                       |
| 43 Masonic                                                                                                          | -38%                          | 87,227                                            | 55%                            | 16%                       |
| J Church                                                                                                            | -38%                          | 52,687                                            | 48%                            | 15%                       |
| M Oceanview                                                                                                         | -57%                          | 35,274                                            | 80%                            | 25%                       |
| Total Impacted Population (within 0.25 Miles) <sup>1,2</sup>                                                        |                               | 217,596                                           | 58%                            | 21%                       |
| Citywide Population <sup>1</sup>                                                                                    |                               |                                                   | 59%                            | 21%                       |
| Difference in Percentage Points                                                                                     |                               |                                                   | <b>-1</b>                      | <b>0</b>                  |
| <b>Disparate Impact?</b><br>(Difference of 8 or more percentage points <u>higher</u> for service decreases?)        |                               |                                                   | <b>No</b>                      |                           |
| <b>Disproportionate Burden?</b><br>(Difference of 8 or more percentage points <u>higher</u> for service decreases?) |                               |                                                   |                                | <b>No</b>                 |

Notes: <sup>1</sup> Data Source: U.S. Census Bureau 2015-2019 American Community Survey 5-year estimates

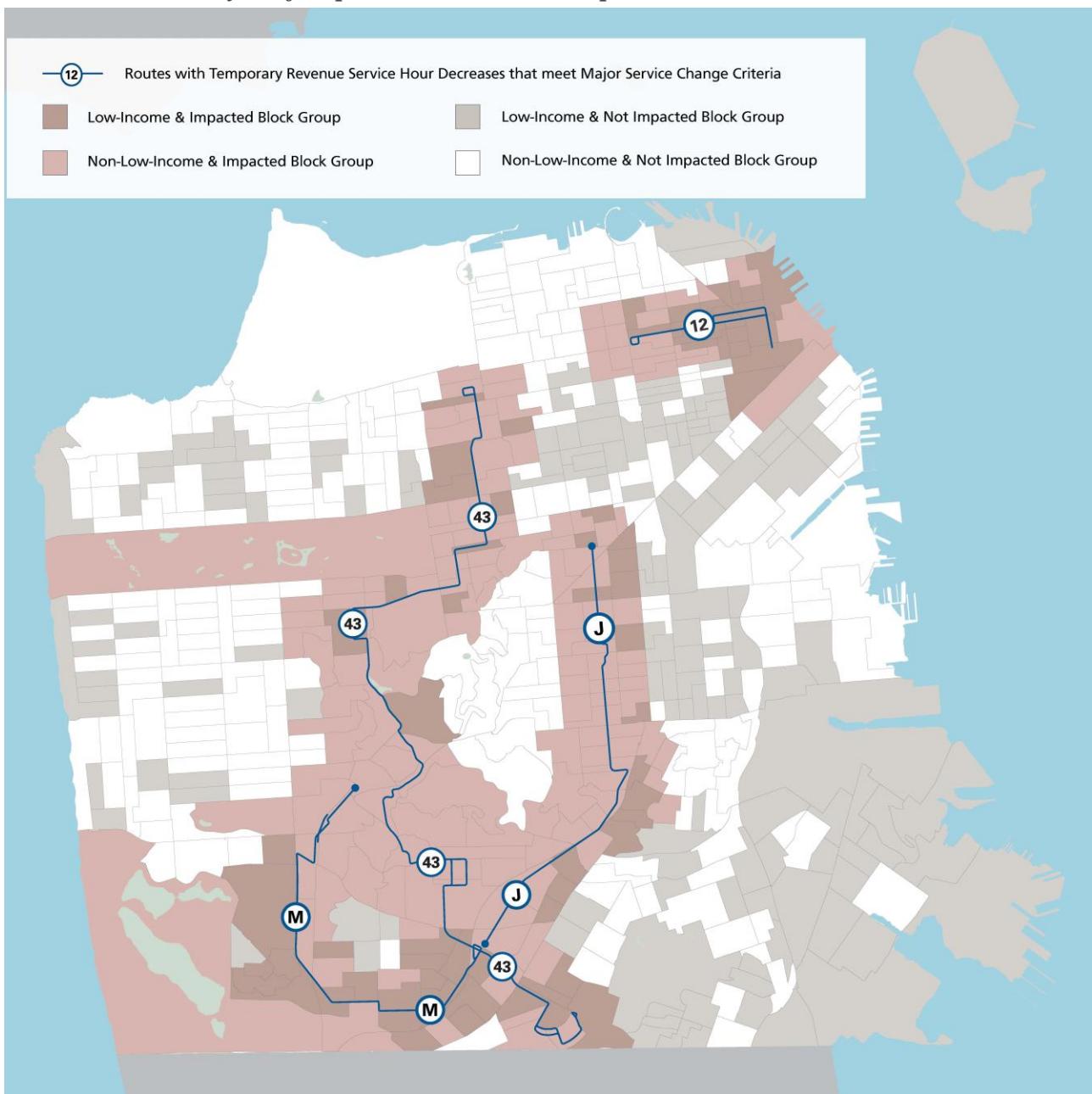
<sup>2</sup> Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area.

**Figure 5: Temporary Revenue Service Hour Decreases – Major Service Changes in Effect March 2021 & Analysis of Impact on People of Color**



- Notes:
- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city's overall population (59%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

**Figure 6: Temporary Revenue Service Hour Decreases – Major Service Changes in Effect March 2021 & Analysis of Impact on Low-income Population**



- Notes:
- **Low-Income Block Group:** Census Block Group where those living in low-income households make up an equal or greater proportion than in the city's overall population (21%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

## D. Route-Level Revenue Service Hour Increases

The COVID-19 Temporary Service Plan as of March 2021 includes five temporary revenue service hour increases, compared to the service that was in place in March 2020 prior to the initial COVID-19 service reductions, that meet the SFMTA's major service change criteria. These temporary revenue service hour increases and the populations determined to be impacted by these changes are summarized in Table 6 and are shown in the maps in Figure 7 and Figure 8. Figure 7 also shows the Census Block groups where people of color make up a larger proportion than in the city's overall population. Figure 8 also shows the Census Block groups where people living in low-income households make up a larger proportion than in the city's overall population.

People of color make up 70% of the impacted population. Since this proportion is not eight or more percentage points lower than the proportion people of color make up of the citywide population (59%), the temporary revenue service hour increases are found to not result in a disparate impact.

People living in low-income households make up 27% of the impacted population. Since this proportion is not eight or more percentage points lower than the proportion living in low-income households make up of the citywide population (21%), the temporary revenue service hour increases are found to not result in a disproportionate burden.

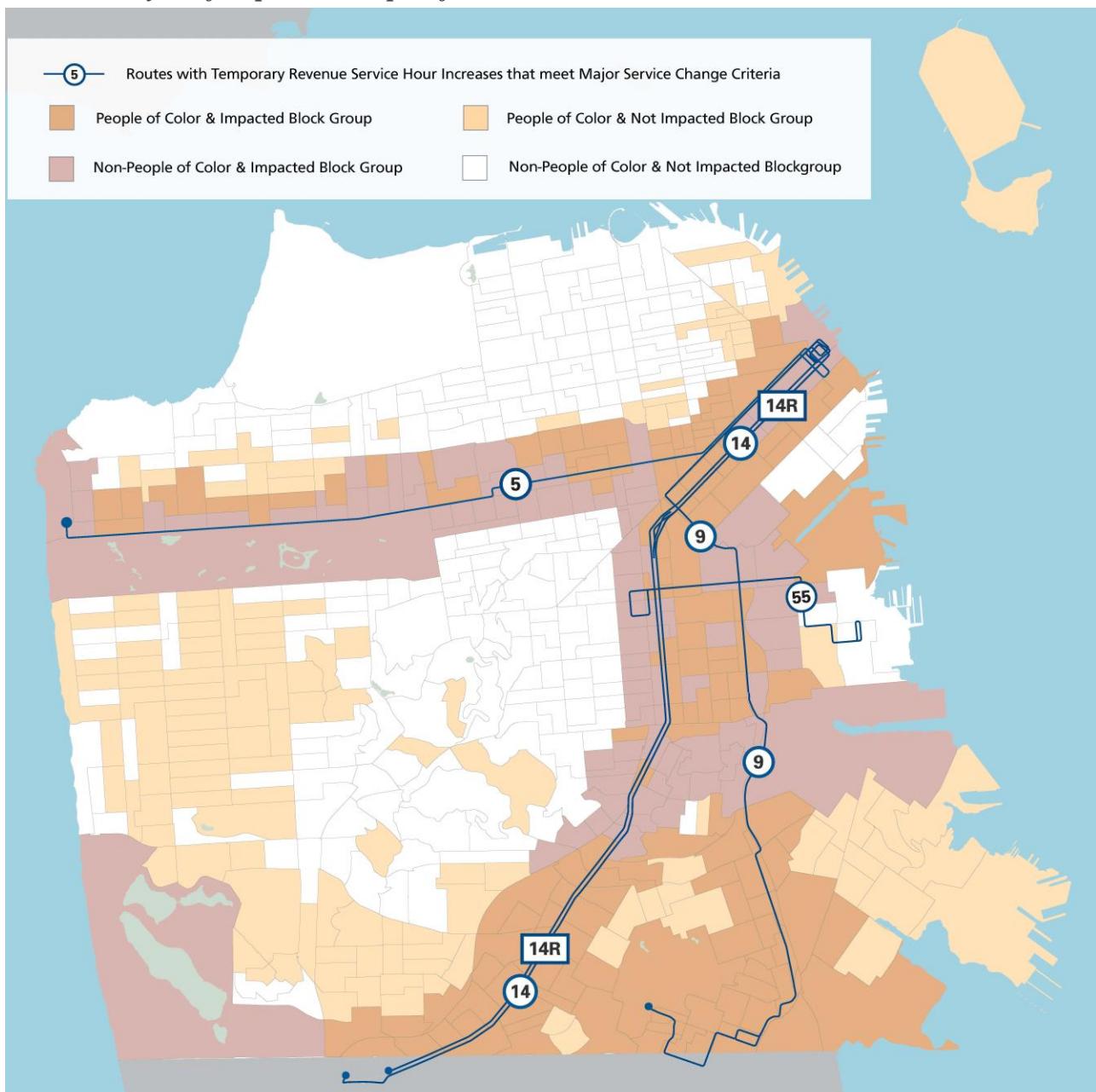
**Table 6: Temporary Revenue Service Hour Increases – Major Service Changes in Effect March 2021**

| Route                                                                                                              | Revenue Service Hour % Change | Impacted Population (Within 0.25 Miles of a Stop) | % People of Color <sup>1</sup> | % Low-income <sup>1</sup> |
|--------------------------------------------------------------------------------------------------------------------|-------------------------------|---------------------------------------------------|--------------------------------|---------------------------|
| 5 Fulton                                                                                                           | 78%                           | 88,042                                            | 59%                            | 28%                       |
| 9 San Bruno                                                                                                        | 37%                           | 85,935                                            | 77%                            | 30%                       |
| 14 Mission                                                                                                         | 33%                           | 121,421                                           | 71%                            | 26%                       |
| 14R Mission Rapid                                                                                                  | 101%                          | 102,560                                           | 72%                            | 26%                       |
| 55 Dogpatch (formerly 55 16th St)                                                                                  | 39%                           | 11,847                                            | 60%                            | 27%                       |
| Total Impacted Population (within 0.25 Miles) <sup>1, 2</sup>                                                      |                               | 409,803                                           | 70%                            | 27%                       |
| Citywide Population <sup>1</sup>                                                                                   |                               |                                                   | 59%                            | 21%                       |
| Difference in Percentage Points                                                                                    |                               |                                                   | +11                            | +6                        |
| <b>Disparate Impact?</b><br>(Difference of 8 or more percentage points <u>lower</u> for service increases?)        |                               |                                                   | No                             |                           |
| <b>Disproportionate Burden?</b><br>(Difference of 8 or more percentage points <u>lower</u> for service increases?) |                               |                                                   |                                | No                        |

Notes: <sup>1</sup> Data Source: U.S. Census Bureau 2015-2019 American Community Survey 5-year estimates

<sup>2</sup> Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area.

**Figure 7: Temporary Revenue Service Hour Increases – Major Service Changes in Effect March 2021 & Analysis of Impact on People of Color**



- Notes:
- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city's overall population (59%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

**Figure 8: Temporary Revenue Service Hour Increases – Major Service Changes in Effect March 2021 & Analysis of Impact on Low-income Population**



Notes:

- Low-Income Block Group: Census Block Group where those living in low-income households make up an equal or greater proportion than in the city's overall population (21%)
- Impacted Block Group: Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

## E. Route-Level Daily Service Span Decreases

The COVID-19 Temporary Service Plan as of March 2021 includes 13 temporary route-level daily service span decreases (on a total of ten routes), compared to the service that was in place in March 2020 prior to the initial COVID-19 service reductions, that meet the SFMTA's major service change criteria. These route-level daily service span decreases and the populations determined to be impacted by these changes are summarized in Table 7 and are shown in the maps in Figure 9 and Figure 10. Figure 9 also shows the Census Block groups where people of color make up a larger proportion than in the city's overall population. Figure 10 also shows the Census Block groups where people living in low-income households make up a larger proportion than in the city's overall population.

People of color make up 57% of the impacted population. Since this proportion is not eight or more percentage points higher than the proportion people of color make up of the citywide population (59%), the temporary daily service span decreases are found to not result in a disparate impact.

People living in low-income households make up 23% of the impacted population. Since this proportion is not eight or more percentage points higher than the proportion living in low-income households make up of the citywide population (21%), the daily service span decreases are found to not result in a disproportionate burden.

*Table 7: Temporary Daily Service Span Decreases – Major Service Changes in Effect March 2021*

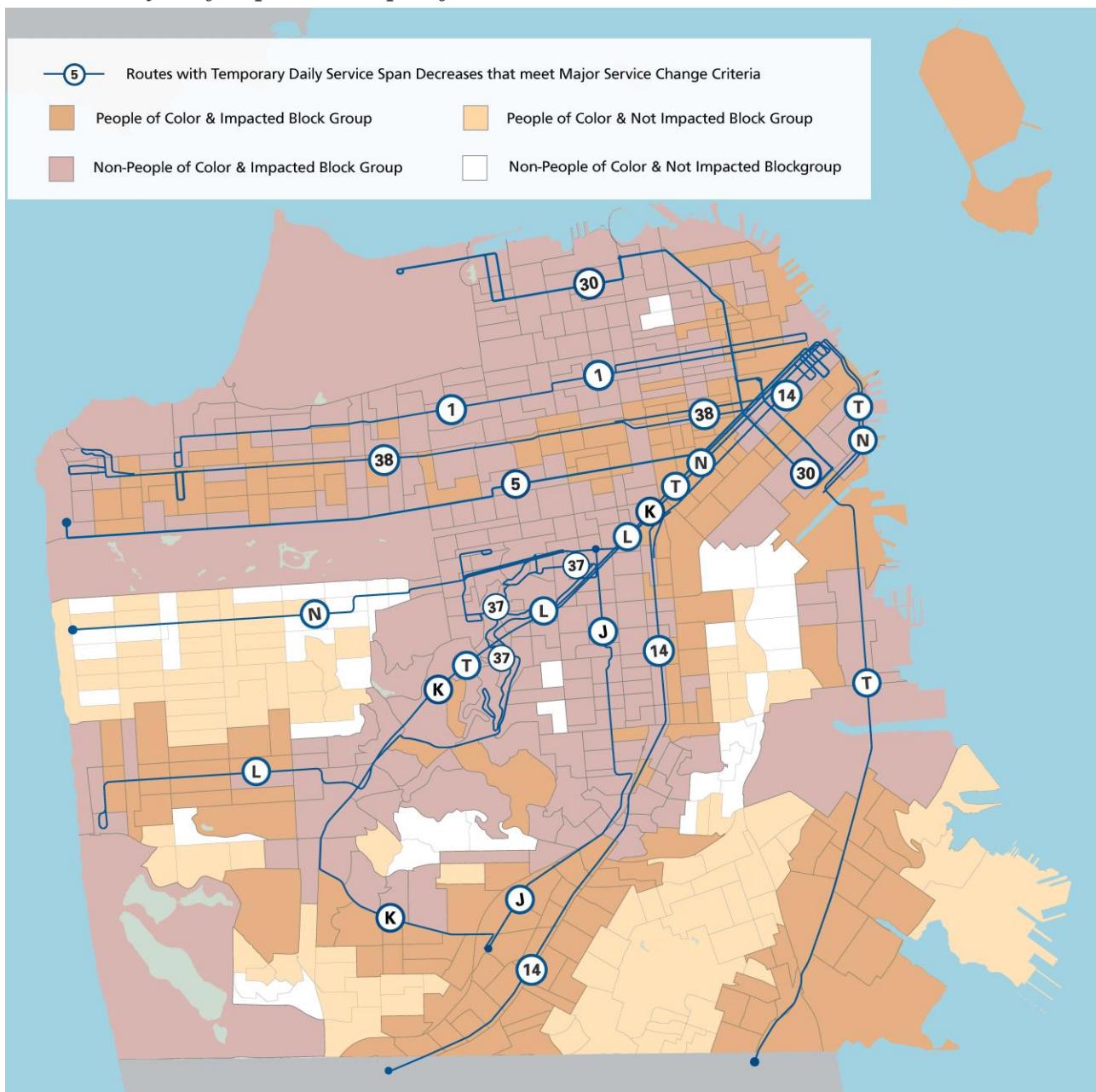
| Route <sup>2</sup>                                           | Change in Daily Service Span (Hours) | Impacted Population (Within 0.25 Miles of a Stop) | % People of Color <sup>1</sup> | % Low-income <sup>1</sup> |
|--------------------------------------------------------------|--------------------------------------|---------------------------------------------------|--------------------------------|---------------------------|
| <b>Weekday<sup>2</sup></b>                                   |                                      |                                                   |                                |                           |
| 5                                                            | Fulton                               | -3.17                                             | 88,042                         | 59%                       |
| 14                                                           | Mission                              | -3.63                                             | 121,421                        | 71%                       |
| 30                                                           | Stockton                             | -3.00                                             | 72,691                         | 52%                       |
| 38                                                           | Geary                                | -3.25                                             | 114,942                        | 59%                       |
| J                                                            | Church                               | -4.50                                             | 52,687                         | 48%                       |
| KT                                                           | Ingleside-Third St                   | -5.25                                             | 129,031                        | 63%                       |
| L                                                            | Taraval                              | -3.75                                             | 90,751                         | 58%                       |
| N                                                            | Judah                                | -4.00                                             | 110,746                        | 57%                       |
| <b>Weekend<sup>2</sup></b>                                   |                                      |                                                   |                                |                           |
| 1                                                            | California                           | -3.50                                             | 94,708                         | 50%                       |
| 37                                                           | Corbett                              | -3.50                                             | 49,568                         | 32%                       |
| 38                                                           | Geary                                | -3.05                                             | 2                              | 2                         |
| J                                                            | Church                               | -3.25                                             | 2                              | 2                         |
| KT                                                           | Ingleside-Third St                   | -4.25                                             | 2                              | 2                         |
| Total Impacted Population (within 0.25 Miles) <sup>1,2</sup> |                                      | 924,587                                           | 57%                            | 23%                       |
| Citywide Population <sup>1</sup>                             |                                      |                                                   | 59%                            | 21%                       |

| <b>Route<sup>2</sup></b>                                                                                                    | <b>Change in Daily Service Span (Hours)</b> | <b>Impacted Population (Within 0.25 Miles of a Stop)</b> | <b>% People of Color<sup>1</sup></b> | <b>% Low-income<sup>1</sup></b> |
|-----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|----------------------------------------------------------|--------------------------------------|---------------------------------|
| Difference in Percentage Points                                                                                             |                                             |                                                          | -2                                   | +2                              |
| <b>Disparate Impact?</b><br>(Difference of 8 or more percentage points <u>higher</u> for service <u>decreases</u> ?)        |                                             |                                                          | No                                   |                                 |
| <b>Disproportionate Burden?</b><br>(Difference of 8 or more percentage points <u>higher</u> for service <u>decreases</u> ?) |                                             |                                                          |                                      | No                              |

Notes: <sup>1</sup> Data Source: U.S. Census Bureau 2015-2019 American Community Survey 5-year estimates

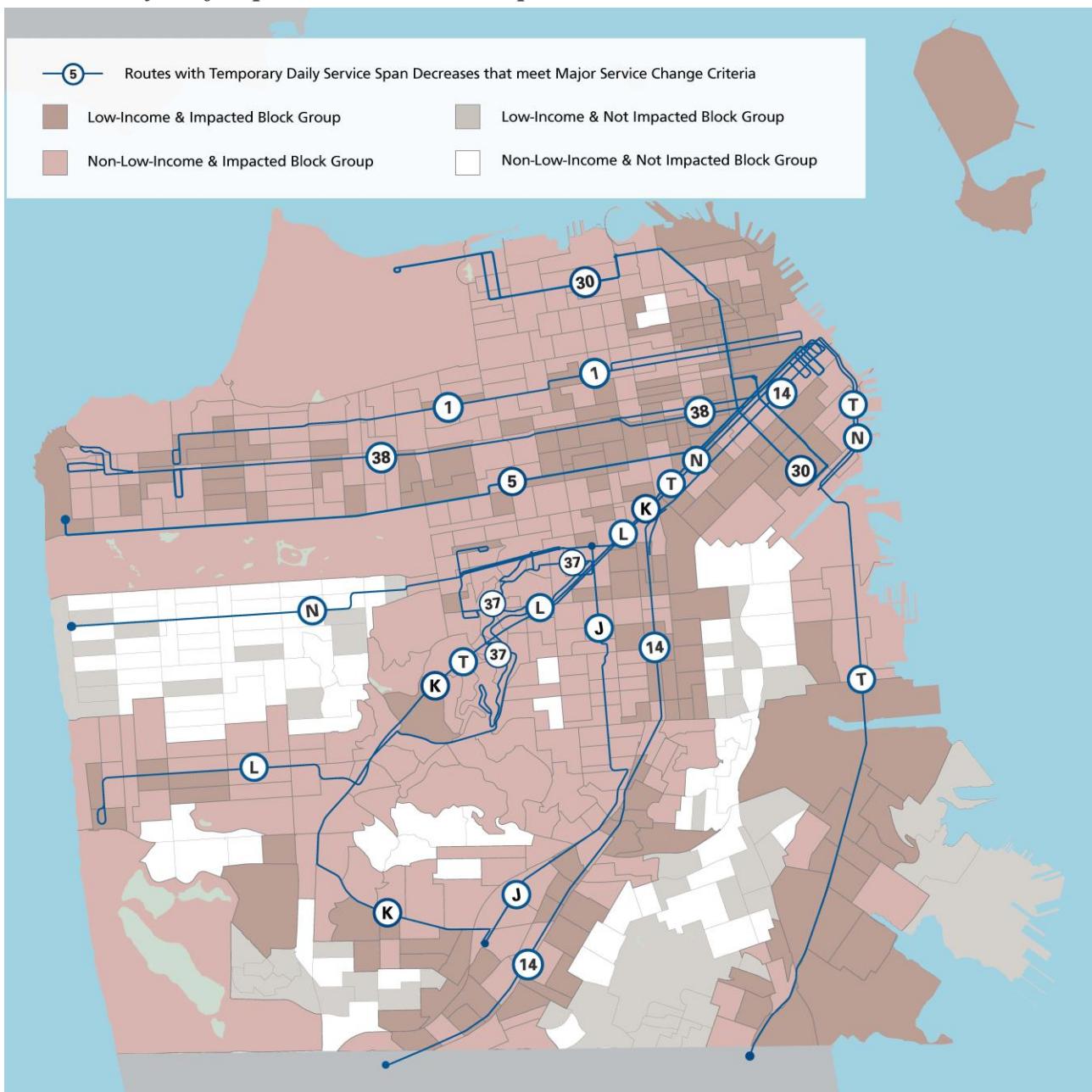
<sup>2</sup> Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area. For routes where the service span change met the major service change criteria for both the weekday and the weekend, the population impacted by the change was counted once since the changes are occurring on the same route.

**Figure 9: Temporary Daily Service Span Decreases – Major Service Changes in Effect March 2021 & Analysis of Impact on People of Color**



- Notes:
- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city's overall population (59%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

**Figure 10: Temporary Daily Service Span Decreases – Major Service Changes in Effect March 2021 & Analysis of Impact on Low-income Population**



- Notes:
- **Low-Income Block Group:** Census Block Group where those living in low-income households make up an equal or greater proportion than in the city's overall population (21%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

## F. Route-Level Daily Service Span Increases

The COVID-19 Temporary Service Plan as of March 2021 includes six temporary route-level daily service span increases (on a total of four routes), compared to the service that was in place in March 2020 prior to the initial COVID-19 service reductions, that meet the SFMTA's major service change criteria. These temporary daily service span increases and the populations determined to be impacted by these changes are summarized in Table 8 and are shown in the maps in Figure 11 and Figure 12. Figure 11 also shows the Census Block groups where people of color make up a larger proportion than in the city's overall population. Figure 12 also shows the Census Block groups where people living in low-income households make up a larger proportion than in the city's overall population.

People of color make up 69% of the impacted population. Since this proportion is not eight or more percentage points lower than the proportion people of color make up of the citywide population (59%), the temporary daily service span increases are found to not result in a disparate impact.

People living in low-income households make up 28% of the impacted population. Since this proportion is not eight or more percentage points lower than the proportion living in low-income households make up of the citywide population (21%), the temporary daily service span increases are found to not result in a disproportionate burden.

*Table 8: Temporary Daily Service Span Increases – Major Service Changes in Effect March 2021*

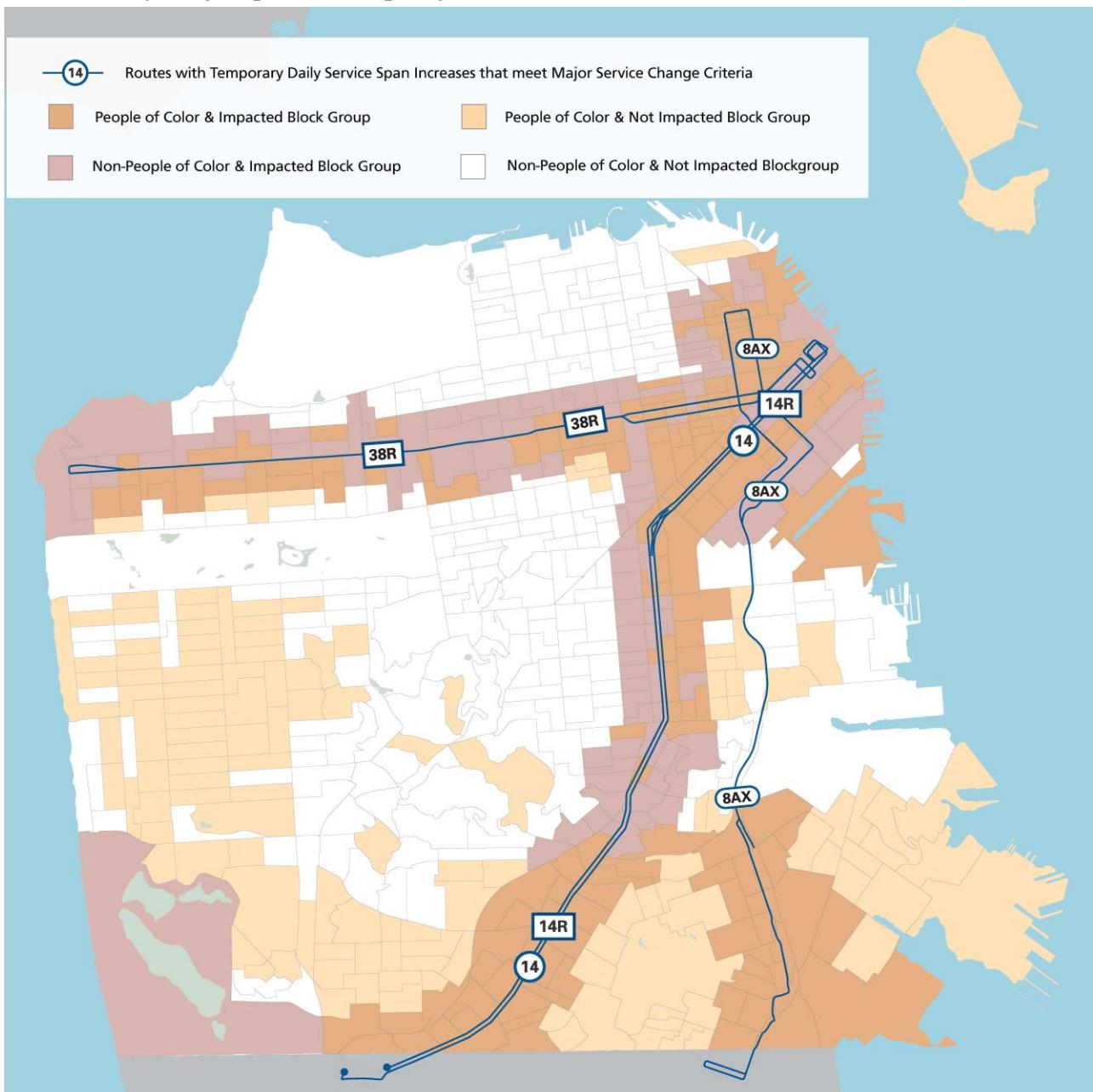
| Route <sup>2</sup>                                                                                                 | Change in Daily Service Span (Hours) | Impacted Population (Within 0.25 Miles of a Stop) | % People of Color <sup>1</sup> | % Low-income <sup>1</sup> |
|--------------------------------------------------------------------------------------------------------------------|--------------------------------------|---------------------------------------------------|--------------------------------|---------------------------|
| <b>Weekday<sup>2</sup></b>                                                                                         |                                      |                                                   |                                |                           |
| 8AX Bayshore Express                                                                                               | 9.50                                 | 62,609                                            | 77%                            | 37%                       |
| 14 Mission Owl                                                                                                     | 3.32                                 | 121,421                                           | 71%                            | 26%                       |
| 14R Mission Rapid                                                                                                  | 4.00                                 | 102,560                                           | 72%                            | 26%                       |
| <b>Weekend<sup>2</sup></b>                                                                                         |                                      |                                                   |                                |                           |
| 14 Mission Owl                                                                                                     | 3.13                                 | 2                                                 | 2                              | 2                         |
| 14R Mission Rapid                                                                                                  | 5.25                                 | 2                                                 | 2                              | 2                         |
| 38R Geary Rapid                                                                                                    | 6.25                                 | 101,667                                           | 60%                            | 27%                       |
| Total Impacted Population (within 0.25 Miles) <sup>1,2</sup>                                                       |                                      | 388,257                                           | 69%                            | 28%                       |
| Citywide Population <sup>1</sup>                                                                                   |                                      |                                                   | 59%                            | 21%                       |
| Difference in Percentage Points                                                                                    |                                      |                                                   | +10                            | +7                        |
| <b>Disparate Impact?</b><br>(Difference of 8 or more percentage points <u>lower</u> for service increases?)        |                                      |                                                   | No                             |                           |
| <b>Disproportionate Burden?</b><br>(Difference of 8 or more percentage points <u>lower</u> for service increases?) |                                      |                                                   |                                | No                        |

Notes: <sup>1</sup> Data Source: U.S. Census Bureau 2015-2019 American Community Survey 5-year estimates

<sup>2</sup> Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area. For routes where the service span

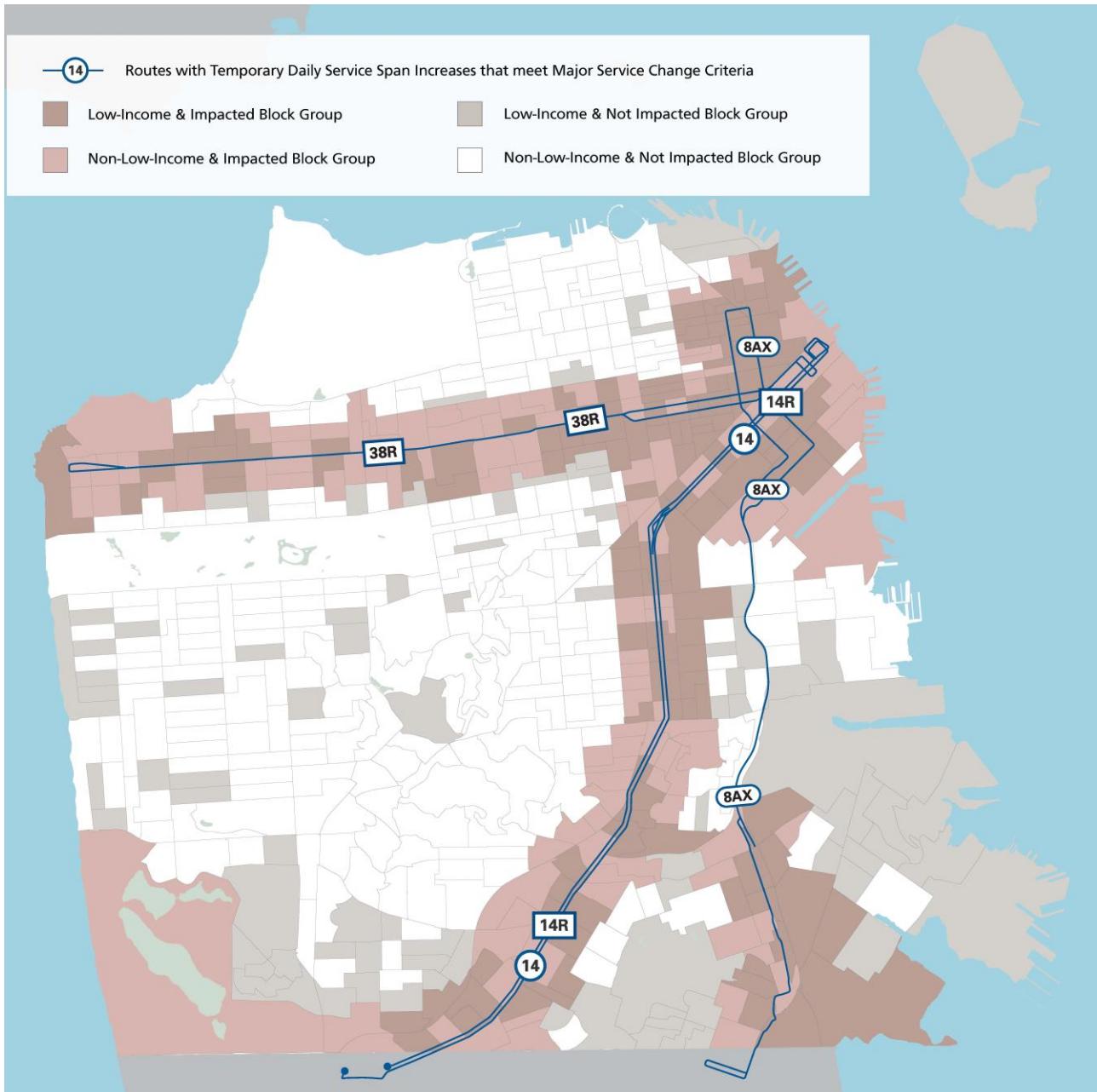
change met the major service change criteria for both the weekday and the weekend, the population impacted by the change was counted once since the changes are occurring on the same route.

**Figure 11: Temporary Daily Service Span Increases – Major Service Changes in Effect March 2021 & Analysis of Impact on People of Color**



- Notes:
- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city's overall population (59%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

**Figure 12: Temporary Daily Service Span Increases – Major Service Changes in Effect March 2021 & Analysis of Impact on Low-income Population**



- Notes:
- **Low-Income Block Group:** Census Block Group where those living in low-income households make up an equal or greater proportion than in the city's overall population (21%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

## G. Summary Analysis and Findings

The temporary route suspensions, route additions, frequency changes, and service span changes that were in place in March 2021 have resulted in Muni service providing 30% fewer revenue service

hours than what was provided in March 2020 prior to the pandemic, meeting the systemwide major service change criteria. The system changes were then broken down and analyzed at the route-level. Changes that met the route-level major service change criteria were grouped by major service change category and analyzed to determine if each category of changes cumulatively indicated a disparate impact on communities of color or a disproportionate burden on low-income populations.

For major service change categories that resulted in service decreases, the proportion of people of color and the proportion of individuals living in low-income households in the impacted population were not eight or more percentage points higher than the respective proportions of the citywide population.

For major service change categories that resulted in service increases, the proportion of people of color and the proportion of individuals living in low-income households in the impacted population were not 8 or more percentage points lower than the respective proportions of the citywide population.

These results indicate that no disparate impact or disproportionate burden is found. These findings are summarized in Table 9.

*Table 9: Summary of Findings for Service Equity Analysis*

| Major Service Change Type | No. of Routes that meet Major Service Change Criteria | Service Decreases |                   |                          | Service Increases |                   |                          |
|---------------------------|-------------------------------------------------------|-------------------|-------------------|--------------------------|-------------------|-------------------|--------------------------|
|                           |                                                       | No. of Routes     | Disparate Impact? | Disproportionate Burden? | No. of Routes     | Disparate Impact? | Disproportionate Burden? |
| Route Miles               | 47                                                    | 42                | No                | No                       | 5                 | No                | No                       |
| Revenue Hours             | 9                                                     | 4                 | No                | No                       | 5                 | No                | No                       |
| Service Span              | 14                                                    | 10                | No                | No                       | 4                 | No                | No                       |

## V. Outreach Summary

Pursuant to Title VI of the Civil Rights Act of 1964 and its implementing regulations, as well as state and local laws, the SFMTA takes responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of SFMTA's programs and activities for individuals regardless of race, color or national origin. Given the diversity of San Francisco and of Muni's ridership, the SFMTA is particularly committed to disseminating information that is accessible to individuals who may have a limited ability to read, write or speak English.

Given the rapidly changing environment and the need to implement changes quickly, the SFMTA employed a range of communication methods to provide accessible, updated customer information to the extent possible. Outreach strategies included:

- Deploying on-site Ambassadors, including individuals with bilingual skills, at targeted locations on an ongoing basis and throughout the system when service was being adjusted;

- Establishing a dedicated, multilingual information page at [sfmta.com/covid-19](http://sfmta.com/covid-19), which centralized the agency's COVID-19 information, including up-to-date information on the routes in service;
- Posting multilingual signage at transit stops;
- Providing multilingual announcements on Muni vehicles;
- Distributing multilingual informational fliers and handouts at more than one hundred community-based organizations, at pop-ups in parks and public gathering spaces in neighborhoods identified by the Muni Service Equity Strategy across the city and via neighborhood canvassing efforts;
- Providing briefings to stakeholders, including attending virtual community meetings;
- Issuing blog posts and social media posts; and,
- Engaging in traditional media outreach through press releases, newspaper ads and radio and television public service announcements, including neighborhood papers and on radio in Spanish and Chinese.

## A. Stakeholder Feedback

Throughout the pandemic, the SFMTA received extensive feedback through various channels from various stakeholders regarding the COVID-19 service adjustments. For example, the SFMTA received Customer Service Reports through 311 requesting service changes for specific routes to expand access and address crowding and pass-ups. Customers also posted comments on the agency's blog posts and on the SFMTA's Twitter account inquiring about service changes.

Staff also engaged front-line staff including transit operators and held numerous meetings with various advocacy groups, District Supervisors' offices, and members of business, merchant and neighborhood groups. Among the groups included were Senior and Disability Action, the SFMTA's Multimodal Accessibility Advisory Committee, the SFMTA's Transportation Working Group, Walk San Francisco, the San Francisco Bicycle Coalition, the West Portal Merchants, the Greater West Portal Neighborhood Association and the San Francisco Transit Riders. Starting in August 2020, agency staff participated in biweekly Tenderloin Community Benefit District, Tenderloin People's Congress and Tenderloin Traffic Safety Task Force meetings.

SFMTA staff tracked the feedback received to help inform the decision-making process regarding which routes to restore when resources allowed.

## B. Service Restoration Methodology

As resources allowed, restoring transit service was based on prioritizing providing service along routes that more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; where crowding data showed the higher frequencies would allow for greater physical distancing; that provide service to critical services such as hospitals and grocery stores; and that have enabled the agency to provide coverage to as much of San Francisco as possible. Another primary source of information was the critical feedback received from customers, operators, and other important stakeholders. The following routes have been restored in some form since the initial temporary COVID-19 Core Service Network went into effect:

- 5 Fulton
- 7 Haight-Noriega

- 8AX Bayshore Express
- 9R Bayshore
- 12 Folsom/Pacific (on a temporarily modified route)
- 15 Bayview-Hunters Point Express (new route)
- 27 Bryant (on a temporarily modified route)
- 28 19<sup>th</sup> Avenue (on a temporarily modified route)
- 30 Stockton (on a temporarily modified route)
- 33 Ashbury
- 37 Corbett
- 43 Masonic (on a temporarily modified route)
- 45 Union-Stockton
- 48 Quintara-24th Street (on a temporarily modified route)
- 54 Felton
- 55 Dogpatch (55 16<sup>th</sup> Street route was renamed and modified in conjunction with changes to the 22 Fillmore)
- 67 Bernal Heights
- J Church (on a temporarily modified route)
- M Ocean View (on a temporarily modified route)

The agency will continue to incorporate stakeholder feedback to the extent possible as the agency works to restore service, when resources allow, in order to provide San Franciscans with as much service as possible considering the constraints on the agency's resources.

## VI. Summary

Based on the Title VI Service Equity Analysis conducted, the transit service changes that comprise the current COVID-19 Temporary Service Plan that was in place in March 2021 are not found to disparately impact communities of color or disproportionately burden low-income populations when compared to transit service in effect in March 2020.

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS

RESOLUTION No. 210518-071

WHEREAS, On March 16, 2020, San Francisco's Health Officer issued a Public Health Order in response to the COVID-19 State of Emergency requiring that residents shelter in place, with the only exception being for essential needs; and

WHEREAS, In response to the shelter in place ordinance, San Francisco Municipal Transportation Agency (SFMTA) reduced transit service, including closing the Muni Metro rail service to minimize risk to customer facing staff and the community and redirect custodial resources to other facilities, and further reductions service on April 8, 2020 to Muni's 17 most-used lines; and,

WHEREAS, The constraints on vehicle capacity due to physical distancing limitations, vehicle availability due to increased sanitization, and staff availability due to pre-pandemic vacancies and very limited hiring during the pandemic all continue to significantly limit the level of transit service Muni can provide; and,

WHEREAS, In response to these constraints, the SFMTA has prioritized providing and restoring service along routes that more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; routes where crowding data shows that higher frequencies would allow for greater physical distancing; routes that provide service to critical services such as hospitals and grocery stores; and routes that have enabled the agency to provide coverage to as much of San Francisco as possible; and,

WHEREAS, The San Francisco Municipal Transportation Agency is committed to making San Francisco a Transit-First City; and,

WHEREAS, Given the rapidly changing environment, and the need to implement changes quickly, the SFMTA employed a range of communication methods to provide accessible, updated customer information to the extent possible; and,

WHEREAS, Where resources have allowed, the SFMTA has worked to restore service along previously suspended routes in response to feedback received from customers, staff and other important stakeholders; and,

WHEREAS, Pursuant to the requirements contained in the Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," Muni service adjustments that meet the SFMTA's definition of a major service change and exceed 12 months in duration require a transit service equity analysis, which was conducted by comparing Muni service in effect in March 2020 (before the Public Health Order went into effect) to Muni service in effect in March 2021; and,

WHEREAS, Pursuant to the requirements contained in FTA Circular 4702.1B, the SFMTA analyzed the impacts of the service changes on communities of color and customers from low-income households and determined that the service changes do not result in a disparate impact on communities or color or a disproportionate burden on low-income communities under Title VI; and,

WHEREAS, On April 28, 2021, the SFMTA, under authority delegated by the Planning Department, determined that the adoption of the Title VI Service Equity Analysis for the current COVID-19 Temporary Service Plan is not a “project” under the California Environmental Quality Act (CEQA) pursuant Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b); and,

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and is incorporated herein by reference; therefore, be it

RESOLVED, That the SFMTA Board of Directors approves the Title VI Service Equity Analysis for the temporary Municipal Railway service and route changes made during the ongoing COVID-19 State of Emergency which compares transit service in effect in March 2020 to transit service in effect in March 2021 and concludes that the temporary service changes do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of May 18, 2021.

  
\_\_\_\_\_  
Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency

**THIS PRINT COVERS CALENDAR ITEM NO: 10.5**

**SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY**

**DIVISION:** Finance and Information Technology

**BRIEF DESCRIPTION:**

Approving retroactively a twelve-month pilot program beginning August 15, 2021 through August 14, 2022, waiving Muni fares for regular service for customers 18 years of age and younger and students enrolled in the San Francisco Unified School District's English Learner and Special Education Services programs through the age of 22, and cable car fares for San Francisco youth.

**SUMMARY:**

- On April 21, 2020, as part of SFMTA's FY 2021 and 2022 Operating Budget, the SFMTA Board approved a fare change to expand the Free Muni program for All Youth 18 years and under.
- On June 30, 2020, in response to the Covid-19 health crisis, the SFMTA Board approved a replacement FY 2021 and 2022 Operating Budget in which all fare changes approved in April, 2020 were subsequently rolled back including the expansion of the Free Muni for All Youth 18 years and under.
- Two million dollars has been allocated as part of the City's budget for FY 2022 to fund a twelve-month pilot program to implement a Free Muni for all Youth program.
- Given the prior approval of this fare change by the SFMTA Board in April, 2020, and anticipating an appropriation by the full Board of Supervisors, this program was implemented as a short-term experimental fare change under the authority granted to the Director of Transportation beginning on August 15, 2021 to correspond with the beginning of the 2021-2022 school year.
- Pursuant to the SFMTA Board's Rules of Order and Charter Section 16.112, advertisements were placed in the City's official newspaper to provide notice of the September 7, 2021 meeting.

**ENCLOSURES:**

1. SFMTAB Resolution
2. Title VI Equity Analysis

**APPROVALS:**

|           |                                                                                     | <b>DATE</b>     |
|-----------|-------------------------------------------------------------------------------------|-----------------|
| DIRECTOR  |  | August 31, 2021 |
| SECRETARY |  | August 31, 2021 |

**ASSIGNED SFMTAB CALENDAR DATE:** September 7, 2021

**PURPOSE**

Approving retroactively a twelve-month pilot program beginning August 15, 2021 through August 14, 2022 waiving Muni fares for regular service for customers 18 years of age and younger and students enrolled in the San Francisco Unified School District's English Learner and Special Education Services programs through the age of 22, and cable car fares for San Francisco youth.

**STRATEGIC PLAN GOALS AND TRANSIT FIRST POLICY PRINCIPLES**

This action supports the following SFMTA Strategic Plan Goals and Objectives:

Goal 1: Create a safer transportation experience for everyone.

Objective 1.2: Improve the safety of the transit system.

Goal 3: Improve the quality of life and environment in San Francisco and the region.

Objective 3.1: Use Agency programs and policies to advance San Francisco's commitment to equity.

This action supports the following Transit First Policy Principle:

1. To ensure quality of life and economic health in San Francisco, the primary objective of the transportation system must be the safe and efficient movement of people and goods.

**DESCRIPTION**

Numerous studies have established a link between exposure to transit at an early age and continued use in adult years, along with a decrease in auto-ownership. In support of this goal, the San Francisco Municipal Transportation Agency (SFMTA) implemented the "Free Muni for Youth" pilot program in 2013 providing free transit service to all low and moderate-income youth in San Francisco aged 5 through 17 years old. Several months later this was expanded to include students enrolled in Special Education and English Learner programs through age 22. In January 2015 the program was made permanent and extended to include seniors and people with disabilities. In January 2017, the Free Muni for Youth Program was expanded to include 18 year olds.

There are 39,350 active users of the Free Muni for Youth program, representing approximately 72% of those who are eligible. In order to participate in the program, parents submit an application to the SFMTA, and a Clipper card loaded with a Free Muni pass is mailed to their residence. Feedback from numerous stakeholder groups indicates that this application process and requirement to carry a pass creates a barrier for youth to access this program.

On April 21, 2020, as part of SFMTA's FY 2021 and 2022 Operating Budget, the SFMTA Board of Directors approved a fare change to expand the Free Muni program for All Youth 18 years and under; however, on June 30, 2020, in response to the Covid-19 health crisis, the SFMTA Board of Directors approved a replacement FY 2021 and 2022 Operating Budget in which all fare changes approved in April 2020 were subsequently rolled back including the expansion of the Free Muni for All Youth. As part of the City's Fiscal Year 2022 budget proposed by Mayor

## **PAGE 3**

London Breed, two million dollars has been allocated to fund a twelve-month pilot program to expand the Free Muni for Youth program to all youth, which will eliminate the need for parents and guardians to submit applications or for youth to carry a Clipper card or other proof of payment.

Given the prior approval of this fare change by the SFMTA Board in April 2020, and anticipating an appropriation by the full Board of Supervisors to fund this expansion, this program was implemented as a short-term experimental fare change under the authority granted to the Director of Transportation beginning on August 15, 2021 to correspond with the beginning of the 2021-2022 school year.

A Free Muni pass will continue to be issued by the SFMTA provided to students enrolled in the San Francisco Unified School District's English Learner and Special Education Services through the age of 22, and San Francisco youth who utilize cable car service to continue to use their existing pass for cable car service.

## **PUBLISHED NOTICE**

Pursuant to Charter Section 16.112 and the SFMTA Board of Directors Rules of Order, advertisements were placed in the City's official newspaper regarding this public hearing. The advertisements ran in the San Francisco Examiner, the City's official newspaper, on August 22, August 25 – 27, 2021, and August 29, 2021, to provide notice that the SFMTA Board of Directors will hold a public hearing on September 7, 2021, to consider this program.

## **TITLE VI**

Before the SFMTA Board can approve the Agency's fare policy and pricing or a service change, a Title VI analysis must be approved by the SFMTA Board in accordance with the Federal Transit Administration's (FTA) Circular 4702.1B.

In order to make an appropriate assessment of disparate impact on minority riders or disproportionate burden on low-income riders with regard to the proposed fare changes, the analysis compares available customer survey data and shows the number and percent of minority riders and low-income riders using a particular fare media in order to establish whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type or payment media that would be subject to the fare change.

A Title VI Analysis addressing the potential fare change is included as Enclosure 2. It includes an analysis of the proposed fare change based on available customer survey data for changes to current fare types. The analysis concludes that there are no disparate impacts on customers who self-identify as minority or disproportionate burdens on customers from low-income households based on the fact that this fare change will overwhelmingly benefit low-income and minority youth by eliminating the application process, which has been viewed as a barrier to full participation in the program and providing free Muni for all youth, regardless of race/ethnicity and/or household income.

## **STAKEHOLDER ENGAGEMENT**

Extensive outreach was conducted in early 2020 for all proposed fare changes for the SFMTA's FY 2021 and 2022 Operating Budget, including extending the Free Muni for Youth program to include all youth 18 years and under. Public feedback during this time was overwhelmingly positive. Additional outreach was conducted in conjunction with this proposed fare change, including e-mail notifications to SFMTA stakeholder groups, social media posts and blogs, and direct mail to the 40,000 existing Free Muni for Youth program participants. Further details are included in the attached Title VI Fare Equity Analysis and in the April 21, 2020 FY21 and FY22 Operating Budget calendar item, which also details feedback received on the Free Muni for All Youth proposal.

## **ALTERNATIVES CONSIDERED**

None. The SFMTA Board of Directors has previously taken a position of support for this program.

## **FUNDING IMPACT**

There is no fiscal impact associated with this proposal. The anticipated two-million dollar appropriation through the City's FY 2022 budget will cover the estimated costs for this fare change. Should the SFMTA decided to continue this program, additional funding will need to be identified in the SFMTA's Operating Budget beginning in FY 2023 going forward.

## **ENVIRONMENTAL REVIEW**

On August 9, 2021, the SFMTA, under authority delegated by the Planning Department, determined that the Free Muni for all Youth program expansion is not a "project" under the California Environmental Quality Act (CEQA) pursuant to Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b).

A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors and is incorporated herein by reference.

## **OTHER APPROVALS RECEIVED OR STILL REQUIRED**

Pursuant to Charter Sections 8A.108, a budget amendment will be submitted to Board of Supervisors following approval by the SFMTA Board of Directors.

The City Attorney's Office has reviewed this calendar item.

## **RECOMMENDATION**

Staff recommends that the SFMTA Board of Directors retroactively approve a twelve-month pilot program beginning August 15, 2021 through August 14, 2022 waiving Muni fares for regular service for customers 18 years of age and younger and students enrolled in the San Francisco Unified School District's English Learner and Special Education Services programs through the age of 22, and cable car fares for San Francisco youth.

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS

RESOLUTION No. \_\_\_\_\_

WHEREAS, Numerous studies have established a link between exposure to transit at an early age and continued use in adult years, along with a decrease in auto-ownership; and

WHEREAS, In support of this goal, the SFMTA implemented the Free Muni for Youth pilot program in 2013 providing free transit service to all low and moderate-income youth in San Francisco aged 5 through 17 years old; and

WHEREAS, Several months later this was expanded to include students enrolled in Special Education and English Learner programs through age 22; and

WHEREAS, In January 2017, the Free Muni for Youth Program was expanded to include 18 year olds; and

WHEREAS, There are 39,350 active users of the Free Muni for Youth program, representing approximately 72% of those who are eligible; and

WHEREAS, In order to participate in the program, parents submit an application to the SFMTA, and a Clipper card loaded with a Free Muni pass is mailed to their residence; and

WHEREAS, This application process and requirement to carry a pass to utilize the free program has been identified as a barrier to access; and

WHEREAS, On April 21, 2020, as part of SFMTA's FY 2021 and 2022 Operating Budget, the SFMTA Board of Directors approved a fare change to expand the Free Muni program to All Youth 18 years and under; however, on June 30, 2020, in response to the Covid-19 health crisis, the SFMTA Board of Directors approved a replacement FY 2021 and 2022 Operating Budget in which all fare changes approved in April, 2020 were subsequently rolled back including the expansion of the Free Muni for All Youth; and

WHEREAS, As part of the City's Fiscal Year 2022 budget proposed by Mayor London Breed, two million dollars has been allocated to fund a twelve-month pilot program to expand the Free Muni for Youth program to all youth; and

WHEREAS, The expansion of this program to all youth would eliminate the application and proof of payment requirement, removing barriers to the program; and

WHEREAS, Given the prior approval of this fare change by the SFMTA Board in April 2020, and anticipating an appropriation by the full Board of Supervisors to fund this expansion, this program was implemented as a short-term experimental fare change under the authority

granted to the Director of Transportation beginning on August 15, 2021 to correspond with the beginning of the 2021-2022 school year; and

WHEREAS, A Free Muni pass will continue to be issued by the SFMTA to students enrolled in the San Francisco Unified School District's English Learner and Special Education Services programs through the age of 22, and San Francisco youth who utilize cable car service to continue to use their existing pass for cable car service; and

WHEREAS, Pursuant to Charter Section 16.112 and the SFMTA Board of Directors Rules of Order, advertisements were placed in the City's official newspaper regarding the public hearing which ran in the San Francisco Examiner, the City's official newspaper, on August 22, August 25 – 27, 2021, and August 29, 2021, to provide notice that the SFMTA Board of Directors will hold a public hearing on September 7, 2021, to consider this program; and

WHEREAS, On August 9, 2021, the SFMTA, under authority delegated by the Planning Department, determined that the Free Muni for all Youth program expansion is not a "project" under the California Environmental Quality Act (CEQA) pursuant Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b); and

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and is incorporated herein by reference; and

WHEREAS, Title VI of the Civil Rights Act of 1964 applies to programs and services receiving federal funding and prohibits discrimination based on race, color, or national origin from federally funded programs such as transit and in order to remain compliant with Title VI requirements and ensure continued federal funding, the SFMTA must analyze the impacts of fare changes on minority and low-income populations in compliance with the FTA's updated Circular 4702.1B; and

WHEREAS, The SFMTA prepared a Title VI analysis of the impact of the proposed fare changes on low-income and minority communities in San Francisco and has determined that there is no disparate impact to minority populations or disproportionate burden to low-income populations; now, therefore be it

RESOLVED, That the SFMTA Board approves the Title VI analysis of the impact of the proposed fare changes on low-income and minority communities in San Francisco, which determined that there is no disparate impact to minority populations or disproportionate burden to low-income populations; and be it further

**RESOLVED**, That the San Francisco Municipal Transportation Agency Board of Directors approves retroactively a twelve-month pilot program beginning August 15, 2021 through August 14, 2022 waiving Muni fares for regular service for customers 18 years of age and younger and students enrolled in the San Francisco Unified School District's English Learner and Special Education Services programs through the age of 22, and cable car fares for San Francisco youth.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of September 7, 2021.

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Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency



Title VI Fare Equity Analysis  
"FREE MUNI FOR ALL YOUTH" PROGRAM  
September 7, 2021

## I. Background

On April 21, 2020, as part of SFMTA's FY 2021 and 2022 Operating Budget, the SFMTA Board of Directors approved a fare change to expand the Free Muni program for All Youth 18 years and under; however, on June 30, 2020, in response to the Covid-19 health crisis, the SFMTA Board of Directors approved a replacement FY 2021 and 2022 Operating Budget in which all fare changes approved in April, 2020 were subsequently rolled back including the expansion of the Free Muni for All Youth. As part of the City's Fiscal Year 2022 budget proposed by Mayor London Breed, two million dollars has been allocated to fund a twelve-month pilot program to expand the Free Muni for Youth program to all youth, which will eliminate the need for parents and guardians to submit applications or for youth to carry a Clipper card or other proof of payment, which has been identified as a barrier to the existing program. This program also encourages transit use at a young age, which studies have shown leads to a higher likelihood of transit use in adult years and decreased auto ownership.

Given the prior approval of this fare change by the SFMTA Board in April 2020, and anticipating an appropriation by the full Board of Supervisors to fund this expansion, this program was implemented as a short-term experimental fare change under the authority granted to the Director of Transportation beginning on August 15, 2021 to correspond with the beginning of the 2021-2022 school year.

A Free Muni passes will continue to be issued by the SFMTA to students enrolled in the San Francisco Unified School District's English Learner and Special Education Services programs through the age of 22, and San Francisco youth who utilize cable car service to continue to use their existing pass for cable car service.

### Fare Equity Analysis Requirement:

As a federally funded transit agency, the SFMTA must comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d)

The fare equity analysis below, to be forwarded to the SFMTA's Board of Directors for review and approval on September 7, 2021, responds to the reporting requirements contained in the Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI and Title VI-Dependent Guidelines," which provides guidance to transit agencies serving large

urbanized areas and requires that these agencies "shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether these changes have a discriminatory impact." (Circular 4702.1B, Chapter IV-10) The FTA requires that transit providers evaluate the impacts of service and fare changes on minority and/or low-income populations. FTA's Circular 4702.1B includes the following race and ethnicity identities in its definition for those who are considered "minority persons" and members of "minority populations": American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander. For the purposes of this Title VI analysis, the SFMTA considers individuals to be a person of color if they self-identify as any race/ethnicity other than White, Not Hispanic or Latino. Individuals who self-identify as Multi-Racial including White, are also considered to be persons of color. The SFMTA defines low-income individuals as those whose total household income is below 200% of the federal poverty level per household size.

This Title VI analysis includes:

- SFMTA's Board-approved disparate impact and disproportionate burden policies;
- A description of the proposed fare changes and background on why the changes are being proposed;
- A data analysis based on available customer survey data to determine the percentage of users of each fare media proposed for increase or decrease, including a profile of fare usage based on race/ethnicity and income status, and comparison to systemwide representation;
- An analysis of potential impacts on communities of color and low-income populations;
- Any required analysis of alternative transit modes, fare payment types or fare media availability for customers who may be impacted by the proposed fare changes; and,
- A summary of public outreach and engagement efforts to seek public comment.

## II. SFMTA's Title VI-Related Policies

On October 1, 2012, FTA issued Circular 4702.1B, which requires a transit agency's governing board to adopt the following policies related to fare and service changes:

- Major Service Change Definition – establishes a definition for a major service change, which provides the basis for determining when a service equity analysis needs to be conducted. Disparate Impact and Disproportionate Burden Policies – establishes thresholds to determine when proposed major service changes or fare changes would adversely affect minority populations and/or low-income populations and when alternatives need to be considered or impacts mitigated.

In response to Circular 4702.1B, the SFMTA developed the following Disparate Impact and Disproportionate Burden Policies, which were approved by the SFMTA Board of Directors on August 20, 2013:

- Disparate Impact Policy determines the point ("threshold") when adverse effects of fare or service changes are borne disparately by minority populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disparate impact on minority populations if the difference between the percentage of the minority population impacted by the changes and the percentage of the minority population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively.
- Disproportionate Burden Policy determines the point when adverse effects of fare or service changes are borne disproportionately by low-income populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disproportionate burden on low-income populations if the difference between the percentage of the low-income population impacted by the changes and the percentage of the low-income population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively.

As part of the SFMTA's process to develop the disparate impact and disproportionate burden policies, SFMTA conducted an extensive multilingual public outreach campaign to receive input on the proposed policies and engage the public in the decision-making process for adoption of these policies by the SFMTA Board. This effort included presentations to the SFMTA Citizens Advisory Council (CAC) and Muni Accessible Advisory Committee (MAAC), as well as two public workshops. The workshops were promoted through email, telephone calls to community groups and in 10 languages on the SFMTA website. Outreach also targeted approximately 30 Community Based Organizations and transportation advocates with broad representation among low-income and minority communities. In addition, staff presented the Title VI recommendations at the SFMTA Board of Directors meeting on Tuesday, July 16, 2013. The policies were approved at the Board of Directors meeting on August 20, 2013.

### III. Assessing Impacts of the Proposed Fare Changes on Minority Populations and Low-Income Populations

As detailed in FTA Circular 4702.1B, transit providers shall evaluate the impacts of their proposed fare changes (either increases or decreases) on minority populations and low-income populations separately, and within the context of their Disparate Impact and Disproportionate Burden policies, to determine whether riders are bearing a disproportionate impact of the change between the existing cost and the proposed cost based on race/ethnicity and/or income status. The impact may be defined as a statistical percentage. The disparate impact and disproportionate burden thresholds must be applied uniformly, regardless of fare media.

Disparate Impact on Minority Populations: If after analyzing the proposed fare changes, the SFMTA determines that customers will bear a disproportionate impact of the change between the existing cost and the proposed cost based on their race/ethnicity and chooses not to alter the proposed fare changes despite the disparate impact on minority ridership, or if it finds, even after modifications are made, that minority riders will continue to bear a disproportionate share of the proposed fare change, the fare change may only be implemented if:

- (i) There is a substantial legitimate justification for the proposed fare change, and
- (ii) SFMTA can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish its legitimate program goals.

In order to make this showing, any alternatives must be considered and analyzed to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then only the least discriminatory alternative can be implemented.

Low-Income Disproportionate Burden: If, at the conclusion of the analysis, the SFMTA finds that low-income populations will bear a disproportionate burden of the proposed fare change, steps must be taken to avoid, minimize or mitigate impacts where practicable and descriptions of alternatives available to low-income populations affected by the fare changes must be provided.

#### IV. Data Analysis and Methodology

In order to make an appropriate assessment of disparate impact or disproportionate burden in regard to fare changes, the transit provider must compare available customer survey data and show the number and percentage of minority riders and low-income riders using a particular fare media, or aggregated categories if applicable, in order to establish whether minority and/or low-income riders are disproportionately more likely to

use the mode of service, payment type or payment media that would be subject to the fare change. (Circular 4702.1B, Chapter IV-19). For the purposes of this Title VI analysis, demographic data for ridership by fare type was used from the comprehensive 2017 System-wide On-Board Survey, conducted in Fall 2016 through Summer 2017.

The survey asked demographic questions for race/ethnicity, English proficiency, gender, income bracket and travel information such as payment type, trip purpose, origin and destination and mode to transit access. Consultants collected over 41,000 survey responses, of which over 39,000 were weekday responses, providing a statistically significant snapshot of ridership patterns. The results of these responses were extrapolated to create an estimate of the total ridership across all fare categories, in addition to low-income and minority ridership. This provides the basis for determining the potential impacts of fare changes on our customers. A copy of the survey is available upon request.

As noted above, the SFMTA Board approved a methodology for analyzing Title VI impacts. In the case of fare changes, both increases and decreases of any amount, this methodology relies on comparing the percentage of protected customers using particular fare products or instruments, as a package of changes, to their representation system-wide.

When Title VI-protected customers' usage of said fare products or instruments, as a package of changes, exceeds their system-wide average by eight percent or more, and the cost of those products or instruments in the package is being increased, then a finding of disparate impact (communities of color/minority populations) and/or disproportionate burden (low-income populations) is indicated.

Conversely, Title VI also requires that fare decreases be evaluated to determine whether they disproportionately benefit populations that are not protected by Title VI, thereby diverting the allocation of transit resources away from Title VI-protected groups. As a result, when Title VI-protected customers' usage of fare products or instruments, as a package of changes, falls below their system-wide average by eight percent or more, and the cost of those products or instruments in the package is being reduced, then a finding of disparate impact (impact on minority populations) and/or disproportionate burden (impact based on low-income status) is indicated.

Respondents who declined to answer questions about income or ethnicity are excluded from the analysis when calculating minority or low-income percentages. The overall system-wide averages were determined from National Transit Database and Automatic Passenger Counter (APC) data weighted by the weekly ridership share by line. The system-

wide average for minority customers was determined to be 57%, and the system-wide average for low-income customers was determined to be 38%.

In order to protect privacy, survey respondents were asked to report their income bracket as opposed to their specific income. As a result, the analysis made assumptions about whether the combination of a particular respondent's household size and income bracket fell into a "low-income" category based on the Agency's definition of low-income described above. Generally, the analysis erred on the side of caution and placed possibly low-income respondents into the low-income category.

#### V. Description of Proposed Fare Change and Summary of Impacts

The SFMTA is proposing to expand the Free Muni for Low- and Moderate-Income Youth to all youth 18 years and under, regardless of family or household income level. This change will eliminate the requirement for families or households to submit an application with proof of age and self-certification of income, a process that has been identified as a barrier for participation to those who qualify for the existing program. The requirement for youth to carry proof of payment in the form of a Clipper card loaded with the Free Muni pass will also be eliminated, with the exception of a pass issued for Special Education Services and English Learner students, as well as San Francisco Youth who utilize cable car service. Providing free Muni service to all youth will encourage the use of transit at an early age, which may lead to increased transit use in adulthood and reduced vehicle ownership.

Tables 1 below provides the disparate impact analysis and Table 2 provides the disproportionate burden analysis for the proposed fare change, as well as the demographic characteristics of the customers who use the fare type. They also include a comparison of the cumulative usage of all these fare types by minority and low-income populations to their representation systemwide. Consistent with SFMTA's disparate impact and disproportionate burden policies, a disparate impact and/or disproportionate burden finding is indicated if the total fare usage by communities of color and low-income populations, respectively, deviates from the system-wide averages by eight percent or more. Conversely, Title VI also requires that fare decreases be evaluated to determine whether they disproportionately benefit populations that are not protected by Title VI, thereby diverting the allocation of transit resources away from Title VI-protected groups. As a result, when Title VI-protected customers' usage of fare products or instruments, as a package of changes, falls below their system-wide average by eight percent or more, and the cost of those products or instruments in the package is being reduced, then a finding of disparate impact (impact on minority populations) and/or disproportionate burden (impact based on low-income status) is indicated.

Table 1: **Disparate Impact Analysis – Free Muni for all Youth**

| Fare Type                 | Current Fares | Proposed Fares | Percentage Change | Riders 1 | Riders Who Reported Race/Ethnicity 2 | Minority Riders 3 | Percent Minority 4 |
|---------------------------|---------------|----------------|-------------------|----------|--------------------------------------|-------------------|--------------------|
| Free Muni for All Youth 5 | N/A           | \$0.00         | N/A               | 27,693   | 27,581                               | 20,742            | 75%                |
| All Fare Media 6          |               |                |                   | 663,236  | 659,292                              | 376,000           | 57%                |

1. *Riders* includes all survey responses for Youth and for all categories of riders, respectively.
2. *Riders Who Reported Race/Ethnicity* includes responses by youth who chose to report race/ethnicity.
3. *Minority Riders* includes responses who chose to report race/ethnicity and are minority by definition.
4. *Percent Minority* is a percentage calculation of *Minority Riders* out of *Riders Who Reported Race/Ethnicity*.
5. Figures are based on all riders Age 18 and under from 2017 Systemwide On-Board Survey as this entire population will benefit from a free muni ride.

Table 2: **Disproportionate Burden Analysis – Free Muni for all Youth**

| Fare Type                 | Current Fares | Proposed Fares | Percentage Change | Riders 1 | Riders Who Reported Income 2 | Low-income Riders 3 | Percent Low Income 4 |
|---------------------------|---------------|----------------|-------------------|----------|------------------------------|---------------------|----------------------|
| Free Muni for All Youth 5 | N/A           | \$0.00         | N/A               | 27,693   | 19,747                       | 12,747              | 65%                  |
| All Fare Media 6          |               |                |                   | 663,236  | 570,959                      | 220,699             | 38%                  |

1. *Riders* includes all survey responses for Youth and for all categories of riders, respectively.
2. *Riders Who Reported Income* includes responses by youth who chose to report income bracket.
3. *Low-income Riders* includes responses by riders who chose to report income bracket and are low income by definition.
4. *Percent Low Income* is a percentage calculation of *Low-Income Riders* out of *Riders Who Reported Income*.

5. Figures are based on all riders Age 18 and under from 2017 Systemwide On-Board Survey as this entire population will benefit from a free muni ride.

Table 3: Summary of Disparate Impact and Disproportionate Burden Analysis

| Item                            | Minority Population s | Disparate Impact? | Low Income | Disproportionate Burden? |
|---------------------------------|-----------------------|-------------------|------------|--------------------------|
| Fare Free Youth                 | 75%                   |                   | 65%        |                          |
| All Fare Media                  | 57%                   |                   | 38%        | -                        |
| Difference in Percentage Points | +18                   | No                | +27        | No                       |

A disparate impact or disproportionate burden is found if the total usage by minority populations and/or low-income populations deviates from their system-wide averages by eight percent or more. Conversely, Title VI also requires that fare decreases be evaluated to determine whether they disproportionately benefit populations that are not protected by Title VI, thereby diverting the allocation of transit resources away from Title VI-protected groups. As a result, when Title VI-protected customers' usage of fare products or instruments, as a package of changes, falls below their system-wide average by eight percent or more, and the cost of those products or instruments in the package is being reduced, then a finding of disparate impact (impact on minority populations) and/or disproportionate burden (impact based on low-income status) is indicated.

Shown in Table 3, the Free Muni for all Youth program will impact 75% of minority riders and 65% of low-income riders. Although these results deviate more than eight percent of the system-wide average of 57% minority and 38% low-income riders based on fare usage, this fare change provides a benefit to minority and low-income populations by removing barriers to access and expanding free Muni to all youth, regardless of household income, so no disparate impact or disproportionate burden is found.

## X. Public Comment and Outreach

Pursuant to Title VI of the Civil Rights Act of 1964 and its implementing regulations, as well as state and local laws, the SFMTA takes responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of SFMTA's programs and activities for low-income, minority, and limited-English proficient (LEP) individuals, and regardless of race, color or national origin. Given the diversity of San Francisco and of Muni's ridership, the SFMTA is strongly committed to disseminating information on both fare and service changes that is accessible to LEP individuals.

In April 2020, the SFMTA Board of Directors approved the expansion of free Muni fares to all youth 18 years and under as part of the Fiscal Years 2021 and 2022 budget. Prior to this action, the SFMTA launched a public outreach campaign at the beginning of the FY2021-FY2022 process in order to gather and consider public input on the budget and the proposed fare changes, which impacted the final proposals submitted to the SFMTA Board of Directors for its consideration and approval.

As part of this process, notices for public comment opportunities were provided in multiple languages and included information on how to request free language assistance at the meetings with at least 48 hours' notice. As required by the City Charter, advertisements publicizing the public hearing were placed in advance in San Francisco newspapers. Multilingual ads were placed in prominent Chinese, Spanish and Russian newspapers in San Francisco. Multilingual information has been available to the public through the SFMTA website throughout the budget process. Additional methods for keeping the public informed were conducted through blog posts, e-mail blasts to stakeholders and through SFMTA/Muni's Twitter and Facebook accounts. Feedback was compiled and forwarded to appropriate staff and to the MTAB for consideration in the decision-making process.

Specific outreach activities included:

- Collateral on Muni vehicles publicizing budget feedback opportunities, including proposed service changes and notice of free language assistance:
- Newspaper Ads in 13 newspapers, including ethnic media, publicizing budget feedback opportunities
- Social Media: Facebook ads publicizing budget feedback opportunities that reached more than 23,000 people
- Email updates to more than 20 community organizations publicizing budget feedback opportunities
- Email updates to more than 800 recipients
- Public meetings: multiple opportunities to provide public comment and feedback, including at two SFMTA Board of Directors meetings and an Online Budget Conversation with Jeff Tumlin.

Approval of the expansion of free Muni fares to all youth was subsequently rescinded in June 2020 as part of the suspension of all fare changes due to the Covid-19 pandemic. In conjunction with the current proposal to reinstate the fare change, the SFMTA conducted the following additional outreach, beginning in July 2021:

- Public Hearing Notice, as required by the City Charter, placed in the official City newspaper
- Multilingual information posted on the SFMTA website

- Announcements made through blog posts, e-mail to stakeholders and through SFMTA/Muni's Twitter and Facebook accounts
- Email updates to community organizations and stakeholder groups

## XI. Conclusion

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. In compliance with this law, the SFMTA has conducted a Title VI analysis on this proposed fare change. This analysis found there are no disparate impacts or disproportionate burdens for this proposal as this change benefits all youth 18 years old and under and eliminates a significant barrier to access by removing the requirement to submit an application for the program and receive a Free Muni transit pass.

The analysis will be forwarded to the Board of Directors of the San Francisco Municipal Transportation Agency (SFMTAB) for review and approval and a copy of the Board resolution will be provided to the FTA as documentation.

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS

RESOLUTION No. 210907-104

WHEREAS, Numerous studies have established a link between exposure to transit at an early age and continued use in adult years, along with a decrease in auto-ownership; and

WHEREAS, In support of this goal, the SFMTA implemented the Free Muni for Youth pilot program in 2013 providing free transit service to all low and moderate-income youth in San Francisco aged 5 through 17 years old; and

WHEREAS, Several months later this was expanded to include students enrolled in Special Education and English Learner programs through age 22; and

WHEREAS, In January 2017, the Free Muni for Youth Program was expanded to include 18 year olds; and

WHEREAS, There are 39,350 active users of the Free Muni for Youth program, representing approximately 72% of those who are eligible; and

WHEREAS, In order to participate in the program, parents submit an application to the SFMTA, and a Clipper card loaded with a Free Muni pass is mailed to their residence; and

WHEREAS, This application process and requirement to carry a pass to utilize the free program has been identified as a barrier to access; and

WHEREAS, On April 21, 2020, as part of SFMTA's FY 2021 and 2022 Operating Budget, the SFMTA Board of Directors approved a fare change to expand the Free Muni program to All Youth 18 years and under; however, on June 30, 2020, in response to the Covid-19 health crisis, the SFMTA Board of Directors approved a replacement FY 2021 and 2022 Operating Budget in which all fare changes approved in April, 2020 were subsequently rolled back including the expansion of the Free Muni for All Youth; and

WHEREAS, As part of the City's Fiscal Year 2022 budget proposed by Mayor London Breed, two million dollars has been allocated to fund a twelve-month pilot program to expand the Free Muni for Youth program to all youth; and

WHEREAS, The expansion of this program to all youth would eliminate the application and proof of payment requirement, removing barriers to the program; and

WHEREAS, Given the prior approval of this fare change by the SFMTA Board in April 2020, and anticipating an appropriation by the full Board of Supervisors to fund this expansion, this program was implemented as a short-term experimental fare change under the authority

granted to the Director of Transportation beginning on August 15, 2021 to correspond with the beginning of the 2021-2022 school year; and

WHEREAS, A Free Muni pass will continue to be issued by the SFMTA to students enrolled in the San Francisco Unified School District's English Learner and Special Education Services programs through the age of 22, and San Francisco youth who utilize cable car service to continue to use their existing pass for cable car service; and

WHEREAS, Pursuant to Charter Section 16.112 and the SFMTA Board of Directors Rules of Order, advertisements were placed in the City's official newspaper regarding the public hearing which ran in the San Francisco Examiner, the City's official newspaper, on August 22, August 25 – 27, 2021, and August 29, 2021, to provide notice that the SFMTA Board of Directors will hold a public hearing on September 7, 2021, to consider this program; and

WHEREAS, On August 9, 2021, the SFMTA, under authority delegated by the Planning Department, determined that the Free Muni for all Youth program expansion is not a "project" under the California Environmental Quality Act (CEQA) pursuant Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b); and

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and is incorporated herein by reference; and

WHEREAS, Title VI of the Civil Rights Act of 1964 applies to programs and services receiving federal funding and prohibits discrimination based on race, color, or national origin from federally funded programs such as transit and in order to remain compliant with Title VI requirements and ensure continued federal funding, the SFMTA must analyze the impacts of fare changes on minority and low-income populations in compliance with the FTA's updated Circular 4702.1B; and

WHEREAS, The SFMTA prepared a Title VI analysis of the impact of the proposed fare changes on low-income and minority communities in San Francisco and has determined that there is no disparate impact to minority populations or disproportionate burden to low-income populations; now, therefore be it

RESOLVED, That the SFMTA Board approves the Title VI analysis of the impact of the proposed fare changes on low-income and minority communities in San Francisco, which determined that there is no disparate impact to minority populations or disproportionate burden to low-income populations; and be it further

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors approves retroactively a twelve-month pilot program beginning August 15, 2021 through August 14, 2022 waiving Muni fares for regular service for customers 18 years of age and younger and students enrolled in the San Francisco Unified School District's English Learner and Special Education Services programs through the age of 22, and cable car fares for San Francisco youth.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of September 7, 2021.

  
\_\_\_\_\_  
Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency

**THIS PRINT COVERS CALENDAR ITEM NO.: 10.3**

**SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY**

**DIVISION:** Finance and Information Technology

**BRIEF DESCRIPTION:**

Approving retroactively an extension of the six-month promotional program waiving Muni and Paratransit Fares for customers traveling to and from COVID-19 vaccination and vaccination booster appointments from September 17, 2021 through September 16, 2022, and expansion of the program to include a parent/guardian when accompanying a minor.

**SUMMARY:**

- The COVID-19 health crisis has had devastating effects on the people and economy of San Francisco and throughout the world.
- The City and County of San Francisco is committed to removing any barriers for residents to access this critical health service in order to end the pandemic.
- On March 16, 2021, the Board of Directors approved Resolution No. 10316-036 to create a six-month promotional program waiving Muni and Paratransit Fares for customers traveling to and from locations to receive Covid-19 vaccinations through September 16, 2021.
- There is continued need to support these efforts, particularly in light of the expected expansion of vaccine approval for children under 12 years old, as well as the availability of booster shots for vulnerable populations.
- Pursuant to the SFMTA Board's Rules of Order and Charter Section 16.112, advertisements were placed in the city's official newspaper to provide notice of the Oct. 19, 2021 meeting.

**ENCLOSURES:**

1. SFMTAB Resolution
2. Title VI Equity Analysis

**APPROVALS:**

DIRECTOR  \_\_\_\_\_

SECRETARY  \_\_\_\_\_

**DATE**

October 13, 2021  
\_\_\_\_\_  
October 13, 2021  
\_\_\_\_\_

**ASSIGNED SFMTAB CALENDAR DATE:** October 19, 2021

## **PURPOSE**

Approving retroactively an extension of the six-month promotional program waiving Muni and Paratransit Fares for customers traveling to and from COVID-19 vaccination and vaccination booster appointments from September 17, 2021 through September 16, 2022, and expansion of the program to include a parent/guardian when accompanying a minor.

## **STRATEGIC PLAN GOALS AND TRANSIT FIRST POLICY PRINCIPLES**

This action supports the following SFMTA Strategic Plan Goal and Objective.

Goal 1: Create a safer transportation experience for everyone.

    Objective 1.2: Improve the safety of the transit system.

Goal 3: Improve the quality of life and environment in San Francisco and the region.

    Objective 3.1: Use Agency programs and policies to advance San Francisco's commitment to equity.

This action supports the following Transit First Policy Principle:

1. To ensure quality of life and economic health in San Francisco, the primary objective of the transportation system must be the safe and efficient movement of people and goods.

## **DESCRIPTION**

The COVID-19 health crisis has had devastating effects on the people and economy of San Francisco and throughout the world. The City and County of San Francisco is committed to removing any barriers for residents to access this critical health service in order to end the pandemic. In order to support the City-wide vaccination program, beginning on February 23, 2021, the Director of Transportation used his authority under SFMTA Board of Directors' Resolution No. 200630-061 to implement a six-month promotional program waiving Muni and Paratransit Fares for customers traveling to and from locations to receive COVID-19 vaccinations as a short-term experimental fare change. On March 16, 2021, the Board of Directors approved Resolution No. 10316-036 to create a six-month promotional program waiving Muni and Paratransit Fares for customers traveling to and from locations to receive Covid-19 vaccinations through September 16, 2021. There is continued need to support these efforts particularly in light of the expected expansion of vaccine approval for children under 12 years old, as well as the availability of booster shots for vulnerable populations. As a result, SFMTA staff proposes an extension of the six-month promotional program waiving Muni and Paratransit Fares for customers traveling to and from COVID-19 vaccination and vaccination booster appointments from September 17, 2021 through September 16, 2022, and expanding the program to include a parent/guardian when accompanying a minor.

## **STAKEHOLDER ENGAGEMENT**

In order to promote the program, SFMTA staff conducted initial outreach to the Multimodal Accessibility Advisory Committee (MAAC) and the Mayor's Office of Disability, and a press

release was issued by the Office of the Mayor. In addition, a blog detailing the program was posted at <https://www.sfmta.com/>, highlighted on the home page and distributed across email and text subscribers, as well as through our social media channels, Facebook and Twitter. Multilingual information is available at <https://www.sfmta.com/> and on the City's vaccination information page at <https://sf.gov/get-vaccinated-against-covid-19>. If this calendar item is approved, this webpage will be updated to reflect an extension of the program from September 17, 2021 through September 16, 2022, and expansion of the program to include a parent/guardian when accompanying a minor. For paratransit customers, language was included in the customer script for reservation agents to ask riders if the trip being scheduled was to get to or from a vaccine appointment and to let them know that the trip would be free.

## **PUBLIC OUTREACH**

Pursuant to Charter Section 16.112, advertisements were placed in the City's official newspaper regarding this public hearing. The advertisements ran in the San Francisco Examiner on October 10, 13-15, and 17, 2021, to provide notice that the SFMTA Board of Directors will hold a public hearing on October 19, 2021, to consider the continuation and expansion of this program. Since the public hearing is not less than five days after the last publication of notice, the SFMTA Board is asked to waive Article 4, Section 10 of the SFMTA Board Rules of Order.

## **TITLE VI**

Title VI of the Civil Rights Act of 1964 applies to programs and services receiving federal funding and prohibits discrimination based on race, color, or national origin from federally funded programs such as transit. In order to remain compliant with Title VI requirements and ensure continued federal funding, the SFMTA must analyze the impacts of proposed fare changes on minority and low-income populations in compliance with the FTA's updated Circular 4702.1B. This required fare equity analysis must be approved by the SFMTA Board as part of the fare approval process. The SFMTA prepared a Title VI analysis of the impact of the proposed fare change on low-income and minority communities in San Francisco and has determined that there is no disparate impact to minority populations or disproportionate burden to low-income populations

In order to make an appropriate assessment of disparate impact on minority riders or disproportionate burden on low-income riders with regard to a proposed fare change, the analysis must compare any available customer survey data that shows the number and percent of minority riders and low-income riders using a particular fare media in order to establish whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type or payment media that would be subject to the fare change.

For this particular fare change, free rides have been available on Muni and Paratransit, beginning on February 23, 2021, for those traveling to and from appointments to get vaccinated for COVID-19 at City-sponsored vaccination sites, hospitals or anywhere else that offered vaccinations. Getting San Franciscans vaccinated is a high priority for the City and the program is designed to eliminate transportation and cost barriers to receiving a vaccination. The only documentation required to participate in the program is a vaccine appointment confirmation or instructions, in case SFMTA staff request proof of payment.

Due to healthcare privacy concerns, ridership data for those who have utilized the program since its inception is not available. However, given that the free ride benefit on Muni for the purpose of receiving a vaccination was available to riders of all demographics, the attached fare equity analysis concluded that there are no disparate impacts on customers who self-identify as minority or disproportionate burdens on customers from low-income households. While it is difficult to assess the current demographic make-up of Muni's ridership due to the impact of the COVID-19 pandemic, based on the comprehensive 2017 System-wide On-Board Survey, the system-wide average for minority customers was determined to be 57%, and the system-wide average for low-income customers was determined to be 38%. It is assumed that Muni's existing customers are the primary beneficiaries of this program.

## **ALTERNATIVES CONSIDERED**

None.

## **FUNDING IMPACT**

It is estimated that the fiscal impact to the operating budget is negligible. Given that these are trips that may not have otherwise been taken, the SFMTA has not assumed additional revenue for this purpose in its budget projections.

## **ENVIRONMENTAL REVIEW**

On October 1, 2021, the SFMTA, under authority delegated by the Planning Department, determined that the COVID-19 vaccination fare waiver is not a "project" under the California Environmental Quality Act (CEQA) pursuant to Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b). A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors and is incorporated herein by reference.

## **OTHER APPROVALS RECEIVED OR STILL REQUIRED**

Pursuant to Charter Sections 8A.108, a budget amendment will be submitted to Board of Supervisors following approval by the SFMTA Board of Directors.

The City Attorney's Office has reviewed this calendar item.

## **RECOMMENDATION**

Staff recommends that the SFMTA Board of Directors approve retroactively an extension of the six-month promotional program waiving Muni and Paratransit Fares for customers traveling to and from COVID-19 vaccination and vaccination booster appointments from September 17, 2021 through September 16, 2022, and expansion of the program to include a parent/guardian when accompanying a minor.

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS

RESOLUTION No. \_\_\_\_\_

WHEREAS, The COVID-19 health crisis has had devastating effects on the people and economy of San Francisco and throughout the world; and

WHEREAS, The City and County of San Francisco is committed to removing any barriers for residents to access this critical health service in order to end the pandemic; and

WHEREAS, In order to support the City-wide vaccination program, beginning on February 23, 2021, the Director of Transportation used his authority under SFMTA Board of Directors' Resolution No. 200630-061 to implement a six-month promotional program waiving Muni and Paratransit Fares for customers traveling to and from locations to receive Covid-19 vaccinations as a short-term experimental fare change; and

WHEREAS, On March 16, 2021, the Board of Directors approved Resolution No. 10316-036 to create a six-month promotional program waiving Muni and Paratransit Fares for customers traveling to and from locations to receive COVID-19 vaccinations through September 16, 2021; and

WHEREAS, There is continued need to support these efforts particularly in light of the expected expansion of vaccine approval for children under 12 years old, as well as the availability of booster shots for vulnerable populations; and

WHEREAS, Pursuant to Charter Section 16.112, advertisements were placed in the City's official newspaper, the San Francisco Examiner, regarding this public hearing which ran on October 10, October 13-15, and October 17, 2021, to provide notice that the SFMTA Board of Directors will hold a public hearing on October 19, 2021, to consider the continuation and expansion of this program; and

WHEREAS, Since the public hearing is not less than five days after the last publication of notice, the SFMTA Board is asked to waive Article 4, Section 10 of the SFMTA Board Rules of Order; and

WHEREAS, On October 1, 2021, the SFMTA, under authority delegated by the Planning Department, determined that the COVID-19 vaccination fare waiver is not a "project" under the California Environmental Quality Act (CEQA) pursuant Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b); and

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and is incorporated herein by reference; and

WHEREAS, Title VI of the Civil Rights Act of 1964 applies to programs and services receiving federal funding and prohibits discrimination based on race, color, or national origin from federally funded programs such as transit and in order to remain compliant with Title VI requirements and ensure continued federal funding, the SFMTA must analyze the impacts of fare changes on minority and low-income populations in compliance with the FTA's updated Circular 4702.1B; and

WHEREAS, The SFMTA prepared a Title VI analysis of the impact of the proposed fare change on low-income and minority communities in San Francisco and has determined that there is no disparate impact to minority populations or disproportionate burden to low-income populations; now, therefore be it

RESOLVED, That the SFMTA Board waives Article 4, Section 10 of the SFMTA Board Rules of Order since the scheduled public hearing is not less than five days after the last publication of notice; and be it further

RESOLVED, That the SFMTA Board approves the Title VI analysis of the impact of the proposed fare change on low-income and minority communities in San Francisco, which determined that there is no disparate impact to minority populations or disproportionate burden to low-income populations; and be it further

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors approves retroactively an extension of the six-month promotional program waiving Muni and Paratransit Fares for customers traveling to and from COVID-19 vaccination and vaccination booster appointments from September 17, 2021 through September 16, 2022, and expansion of the program to include a parent/guardian when accompanying a minor.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of October 19, 2021.

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—  
Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency



Title VI Fare Equity Analysis  
Free Muni Fare for Vaccination Appointments  
October 19, 2021

## I. Background

The COVID-19 health crisis has had devastating effects on the people and economy of San Francisco and throughout the world. The City and County of San Francisco is committed to removing any barriers for residents to access this critical health service in order to end the pandemic. In order to support the city-wide vaccination program, beginning on February 23, 2021, the Director of Transportation used his authority under SFMTA Board of Directors' Resolution No. 200630-061 to provide free Muni and Paratransit fares to and from vaccination appointments, as a short-term experimental fare change. On March 16, 2021, the Board of Directors approved Resolution No. 10316-036 to formalize this program through September 16, 2021. There is continued need to support these efforts specifically for the expected expansion of vaccine approval for children under 12 years old, as well as the availability of booster shots for vulnerable populations. Children under the age of 19 ride are eligible for free fares, however, this program is being extended to include free fares for a parent or guardian accompanying the minor to and from vaccination appointments.

The SFMTA has proposed to retroactively extend the six-month promotional program waiving Muni and Paratransit Fares for customers traveling to and from COVID-19 vaccination and vaccination booster appointments from September 17, 2021 through September 16, 2022, and expand the program to include a parent/guardian when accompanying a minor 2.

### Fare Equity Analysis Requirement:

As a federally funded transit agency, the SFMTA must comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d)

The fare equity analysis below, forwarded to the SFMTA's Board of Directors for review and approval on October 19, 2021, responds to the reporting requirements contained in the Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI and Title VI-Dependent Guidelines," which provides guidance to transit agencies serving large urbanized areas and requires that these agencies "shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to

determine whether these changes have a discriminatory impact." (Circular 4702.1B, Chapter IV-10) The FTA requires that transit providers evaluate the impacts of fare changes on minority and/or low-income populations that exceed a six-month timeframe. FTA's Circular 4702.1B includes the following race and ethnicity identities in its definition for those who are considered "minority persons" and members of "minority populations": American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander. For the purposes of this Title VI analysis, the SFMTA considers individuals to be a person of color if they self-identify as any race/ethnicity other than White, Not Hispanic or Latino. Individuals who self-identify as Multi-Racial including White, are also considered to be persons of color. The SFMTA defines low-income individuals as those whose total household income is below 200% of the federal poverty level per household size.

This Title VI analysis includes:

- The SFMTA's Board-approved disparate impact and disproportionate burden policies;
- A description of the proposed fare change and background on why the change is being proposed;
- A data analysis based on available data to determine the percentage of users of the proposed fare media, to the extent available, including a profile of fare usage based on race/ethnicity and income status, and comparison to systemwide representation;
- An analysis of potential impacts on communities of color and low-income populations;
- Any required analysis of alternative transit modes, fare payment types or fare media availability for customers who may be impacted by the proposed fare changes; and,
- A summary of public outreach and engagement efforts to seek public comment.

## II. SFMTA's Title VI-Related Policies

On Oct. 1, 2012, FTA issued Circular 4702.1B, which requires a transit agency's governing board to adopt the following policies related to fare and service changes:

- Major Service Change Definition – establishes a definition for a major service change, which provides the basis for determining when a service equity analysis needs to be conducted. Disparate Impact and Disproportionate Burden Policies – establishes thresholds to determine when proposed major service changes or fare changes would adversely affect minority populations and/or low-income populations and when alternatives need to be considered or impacts mitigated.

In response to Circular 4702.1B, the SFMTA developed the following Disparate Impact and Disproportionate Burden Policies, which were approved by the SFMTA Board of Directors on Aug. 20, 2013:

- Disparate Impact Policy determines the point ("threshold") when adverse effects of fare or service changes are borne disparately by minority populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disparate impact on minority populations if the difference between the percentage of the minority population impacted by the changes and the percentage of the minority population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively.
- Disproportionate Burden Policy determines the point when adverse effects of fare or service changes are borne disproportionately by low-income populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disproportionate burden on low-income populations if the difference between the percentage of the low-income population impacted by the changes and the percentage of the low-income population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively.

As part of the SFMTA's process to develop the disparate impact and disproportionate burden policies, the SFMTA conducted an extensive multilingual public outreach campaign to receive input on the proposed policies and engage the public in the decision-making process for adoption of these policies by the SFMTA Board. This effort included presentations to the SFMTA Citizens Advisory Council (CAC) and Muni Accessible Advisory Committee (MAAC), as well as two public workshops. The workshops were promoted through email, telephone calls to community groups and in 10 languages on the SFMTA website. Outreach also targeted approximately 30 Community Based Organizations and transportation advocates with broad representation among low-income and minority communities. In addition, staff presented the Title VI recommendations at the SFMTA Board of Directors meeting on Tuesday, July 16, 2013. The policies were approved at the Board of Directors meeting on August 20, 2013.

### III. Assessing Impacts of the Proposed Fare Changes on Minority Populations and Low-Income Populations

As detailed in FTA Circular 4702.1B, transit providers shall evaluate the impacts of their proposed fare changes (either increases or decreases) on minority populations and low-income populations separately, and within the context of their Disparate Impact and Disproportionate Burden policies, to determine whether riders are bearing a disproportionate impact of the change between the existing cost and the proposed cost based on race/ethnicity and/or income status. The impact may be defined as a statistical percentage. The disparate impact and disproportionate burden thresholds must be applied uniformly, regardless of fare media.

Disparate Impact on Minority Populations: If after analyzing the proposed fare changes, the SFMTA determines that customers will bear a disproportionate impact of the change between the existing cost and the proposed cost based on their race/ethnicity and chooses not to alter the proposed fare changes despite the disparate impact on minority ridership, or if it finds, even after modifications are made, that minority riders will continue to bear a disproportionate share of the proposed fare change, the fare change may only be implemented if:

- (i) There is a substantial legitimate justification for the proposed fare change, and
- (ii) SFMTA can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish its legitimate program goals.

In order to make this showing, any alternatives must be considered and analyzed to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then only the least discriminatory alternative can be implemented.

Low-Income Disproportionate Burden: If, at the conclusion of the analysis, the SFMTA finds that low-income populations will bear a disproportionate burden of the proposed fare change, steps must be taken to avoid, minimize or mitigate impacts where practicable and descriptions of alternatives available to low-income populations affected by the fare changes must be provided.

#### IV. Data Analysis and Methodology

In order to make an appropriate assessment of disparate impact or disproportionate burden in regard to fare changes, the transit provider must compare available customer survey data and show the number and percentage of minority riders and low-income riders using a particular fare media, or aggregated categories if applicable, in order to establish whether minority and/or low-income riders are disproportionately more likely to

use the mode of service, payment type or payment media that would be subject to the fare change. (Circular 4702.1B, Chapter IV-19).

For the purposes of this Title VI analysis, demographic data was used from the comprehensive 2017 System-wide On-Board Survey, conducted in fall 2016 through summer 2017. The survey asked demographic questions for race/ethnicity, English proficiency, gender, income bracket and travel information such as payment type, trip purpose, origin and destination and mode to transit access. Consultants collected over 41,000 survey responses, of which over 39,000 were weekday responses, providing a statistically significant snapshot of ridership patterns. The results of these responses were extrapolated to create an estimate of the total ridership across all fare categories, in addition to low-income and minority ridership. This provides the basis for determining the potential impacts of fare changes on our customers. A copy of the survey is available upon request.

As noted above, the SFMTA Board approved a methodology for analyzing Title VI impacts. In the case of fare changes, both increases and decreases of any amount, this methodology relies on comparing the percentage of protected customers using particular fare products or instruments, as a package of changes, to their representation system-wide.

Respondents who declined to answer questions about income or ethnicity are excluded from the analysis when calculating minority or low-income percentages. The overall system-wide averages were determined from National Transit Database and Automatic Passenger Counter (APC) data weighted by the weekly ridership share by line. The system-wide average for minority customers was determined to be 57%, and the system-wide average for low-income customers was determined to be 38%.

In order to protect privacy, survey respondents were asked to report their income bracket as opposed to their specific income. As a result, the analysis made assumptions about whether the combination of a particular respondent's household size and income bracket fell into a "low-income" category based on the Agency's definition of low-income described above. Generally, the analysis erred on the side of caution and placed possibly low-income respondents into the low-income category.

## V. Description of Proposed Fare Change and Summary of Impacts

The SFMTA is proposing to approve retroactively an extension of the six-month promotional program waiving Muni and Paratransit Fares for customers traveling to and

from Covid-19 vaccination and vaccination booster appointments from September 17, 2021 through September 16, 2022, and expand the program to include a parent/guardian when accompanying a minor. The promotional program was approved initially as an experimental fare and it is in the public interest to expand this program beyond the initial six-month timeframe in order to eliminate barriers to help the city of San Francisco achieve its citywide vaccination goal.

For this particular fare change, free rides have been available on Muni and Paratransit, beginning on February 23, 2021, for all customers traveling to and from appointments to get vaccinated for COVID-19 at City-sponsored vaccination sites, hospitals or anywhere else that offered vaccinations, regardless of race or ethnicity, household income levels or other demographic factors. Getting San Franciscans vaccinated is a high priority for the City and the program is designed to eliminate transportation and cost barriers to receiving a vaccination. The only documentation required for customers to participate in the program is a vaccine appointment confirmation or instructions, in case SFMTA staff request proof of payment.

Due to healthcare privacy concerns, no demographic data was collected or tracking performed of Muni riders who utilized this benefit. Because there is no specific user data on who utilized the free transit rides for vaccinations, including the demographics, we are unable to compare the user population to our overall ridership and therefore are unable to numerically calculate whether there has been a disparate impact based on race or ethnicity or disproportionate burden based on income status. However, given that the free ride benefit on Muni for the purposes of receiving a vaccination was accessible and equitably applied to all Muni riders who traveled for this purpose, regardless of demographic profile, it is determined that there are no disparate impacts on customers who self-identify as minority or disproportionate burdens on customers from low-income households.

While it is difficult to assess the current demographic make-up of Muni's ridership due to COVID-19, based on the comprehensive 2017 System-wide On Board Survey discussed in detail above, the system-wide average for minority customers was determined to be 57%, and the system-wide average for low-income customers was determined to be 38%. It is assumed that Muni's existing customers are the primary beneficiaries of this program.

The tables below are for informational purposes only and reflect data sourced on September 26, 2021 from <https://sf.gov/resource/2021/covid-19-data-and-reports>. Data are for the population of San Francisco as a whole.

## Vaccine Administration

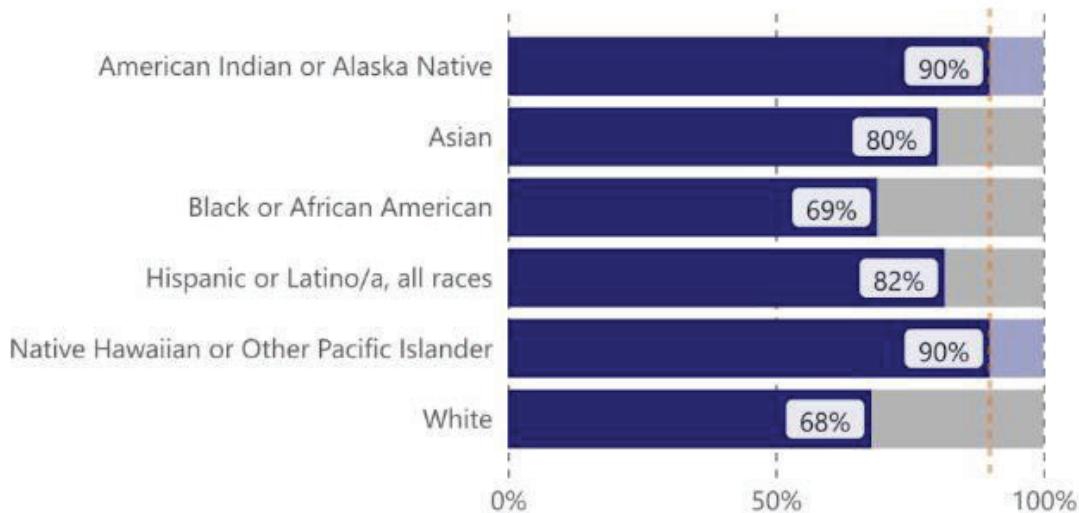
Data through 09/26/2021

| Population            | Population Size | Number Received 1 <sup>st</sup> dose | % of Population Received 1 <sup>st</sup> dose | Number Vaccination Completed | % of Population Vaccination Completed |
|-----------------------|-----------------|--------------------------------------|-----------------------------------------------|------------------------------|---------------------------------------|
| SF Residents all ages | 874,787         | 698,213                              | 80%                                           | 648,645                      | 74%                                   |
| SF Residents 12+      | 791,131         | 698,213                              | 88%                                           | 648,645                      | 82%                                   |
| SF Residents 65+      | 135,027         | 128,924                              | > 90%                                         | 120,190                      | 89%                                   |
| SF Residents 75+      | 60,907          | 52,996                               | 87%                                           | 49,177                       | 81%                                   |

## Vaccinations by Race/Ethnicity

Data through 09/26/2021

Estimated percent of residents that received at least one dose of vaccine, by race/ethnicity



Source: <https://sf.gov/resource/2021/covid-19-data-and-reports>

## X. Public Comment and Outreach

Pursuant to Title VI of the Civil Rights Act of 1964 and its implementing regulations, as well as state and local laws, the SFMTA takes responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of SFMTA's programs and activities for low-income, minority, and limited-English proficient (LEP) individuals, and regardless of race, color or national origin. Given the diversity of San Francisco and of Muni's ridership, the SFMTA is strongly committed to disseminating information on both

fare and service changes that is accessible to LEP individuals.

In order to promote the program, SFMTA staff conducted initial outreach to the Multimodal Accessibility Advisory Committee (MAAC) and the Mayor's Office of Disability and a press release was issued by the Office of the Mayor. In addition, a blog detailing the program was posted at sfmta.com, highlighted on the home page and distributed across email and text subscribers, as well as through our social media channels, Facebook and Twitter. Multilingual information is available at www.sfmta.com and on the City's vaccination information page at <https://sf.gov/get-vaccinated-against-covid-19>. If this item is approved, this webpage will be updated to reflect the extension of the program from September 17, 2021 through September 16, 2022, and expansion of the program to include a parent/guardian when accompanying a minor. For paratransit customers, language was included in the customer script for reservation agents to ask riders if the trip being scheduled was to get to or from a vaccine appointment and to let them know that the trip would be free.

Pursuant to Charter Section 16.112, advertisements were placed in the City's official newspaper regarding this public hearing. The advertisements ran in the San Francisco Examiner on October 10, 13-15, and 17, 2021, to provide notice that the SFMTA Board of Directors will hold a public hearing on October 19, 2021, to consider the continuation and expansion of this program. Since the public hearing is not less than five days after the last publication of notice, the SFMTA Board is asked to waive Article 4, Section 10 of the SFMTA Board Rules of Order.

If the SFMTA Board approves retroactively an extension of the six-month promotional program and an expansion of the program to include a parent or guardian when accompanying a minor, this program will be communicated through similar channels, with a particular focus on reaching communities of need including minority and low-income riders.

## XI. Conclusion

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. In compliance with this law, the SFMTA conducted a Title VI analysis on this proposed fare change. This analysis found there are no disparate impacts or disproportionate burdens for this fare change since it benefits all Muni riders, regardless of race/ethnicity and income status, who use Muni to travel to and/or from COVID-19 vaccination and vaccination booster appointments, as well as for parents or guardians accompanying minor children to appointments.

This analysis will be forwarded to the Board of Directors of the San Francisco Municipal Transportation Agency (SFMTAB) for review and approval and a copy of the Board resolution will be provided to the FTA as documentation.

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS

RESOLUTION No. 211019-121

WHEREAS, The COVID-19 health crisis has had devastating effects on the people and economy of San Francisco and throughout the world; and

WHEREAS, The City and County of San Francisco is committed to removing any barriers for residents to access this critical health service in order to end the pandemic; and

WHEREAS, In order to support the City-wide vaccination program, beginning on February 23, 2021, the Director of Transportation used his authority under SFMTA Board of Directors' Resolution No. 200630-061 to implement a six-month promotional program waiving Muni and Paratransit Fares for customers traveling to and from locations to receive Covid-19 vaccinations as a short-term experimental fare change; and

WHEREAS, On March 16, 2021, the Board of Directors approved Resolution No. 210316-036 to create a six-month promotional program waiving Muni and Paratransit Fares for customers traveling to and from locations to receive COVID-19 vaccinations through September 16, 2021; and

WHEREAS, There is continued need to support these efforts particularly in light of the expected expansion of vaccine approval for children under 12 years old, as well as the availability of booster shots for vulnerable populations; and

WHEREAS, Pursuant to Charter Section 16.112, advertisements were placed in the City's official newspaper, the San Francisco Examiner, regarding this public hearing which ran on October 10, October 13-15, and October 17, 2021, to provide notice that the SFMTA Board of Directors will hold a public hearing on October 19, 2021, to consider the continuation and expansion of this program; and

WHEREAS, Since the public hearing is not less than five days after the last publication of notice, the SFMTA Board is asked to waive Article 4, Section 10 of the SFMTA Board Rules of Order; and

WHEREAS, On October 1, 2021, the SFMTA, under authority delegated by the Planning Department, determined that the COVID-19 vaccination fare waiver is not a "project" under the California Environmental Quality Act (CEQA) pursuant Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b); and

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and is incorporated herein by reference; and

WHEREAS, Title VI of the Civil Rights Act of 1964 applies to programs and services receiving federal funding and prohibits discrimination based on race, color, or national origin from federally funded programs such as transit and in order to remain compliant with Title VI requirements and ensure continued federal funding, the SFMTA must analyze the impacts of fare changes on minority and low-income populations in compliance with the FTA's updated Circular 4702.1B; and

WHEREAS, The SFMTA prepared a Title VI analysis of the impact of the proposed fare change on low-income and minority communities in San Francisco and has determined that there is no disparate impact to minority populations or disproportionate burden to low-income populations; now, therefore be it

RESOLVED, That the SFMTA Board waives Article 4, Section 10 of the SFMTA Board Rules of Order since the scheduled public hearing is not less than five days after the last publication of notice; and be it further

RESOLVED, That the SFMTA Board approves the Title VI analysis of the impact of the proposed fare change on low-income and minority communities in San Francisco, which determined that there is no disparate impact to minority populations or disproportionate burden to low-income populations; and be it further

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors approves retroactively an extension of the six-month promotional program waiving Muni and Paratransit Fares for customers traveling to and from COVID-19 vaccination and vaccination booster appointments from September 17, 2021 through September 16, 2022, and expansion of the program to include a parent/guardian when accompanying a minor.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of October 19, 2021.



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Chisom  
Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency

**THIS PRINT COVERS CALENDAR ITEM NO.: 12**

**SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY**

**DIVISION:** Transit

**BRIEF DESCRIPTION**

Discussion of proposed route and service changes for Winter 2022, approving associated parking and traffic modifications, and approving the Title VI Service Equity Analysis comparing service in effect in March 2020 to the proposed Winter 2022 Muni Service Changes, and parking and traffic modifications to make permanent transfer improvements for the J Church on Church Street between 15<sup>th</sup> Street and Duboce Avenue including permanently closing a southbound lane of Church Street between Market and 15<sup>th</sup> Streets pursuant to the California Vehicle Code.

**SUMMARY**

- The SFMTA conducted an extensive outreach campaign to solicit feedback on potential Winter 2022 Muni service changes and modified proposed changes based on that feedback.
- The Title VI analysis of the proposed changes found that they do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities.
- The SFMTA proposes to make permanent the parking and traffic modifications on Church Street between 15<sup>th</sup> Street and Duboce Avenue.
- The Planning Department has determined that the proposed changes are categorically exempt from the California Environmental Quality Act (CEQA).
- The proposed action is the Approval Action as defined by the S.F. Administrative Code Chapter 31.
- Certain items listed with a “#” are final SFMTA decisions, as defined by Ordinance 127-18, that can be reviewed by the Board of Supervisors. Information about the review process can be found at [https://sfbos.org/sites/default/files/SFMTA\\_Action\\_Review\\_Info\\_Sheet.pdf](https://sfbos.org/sites/default/files/SFMTA_Action_Review_Info_Sheet.pdf). SFMTA staff have determined that items B, C, G, I, J, K, R, T, U, V, and W are such final SFMTA decisions.

**ENCLOSURES:**

1. SFMTAB Resolution
2. Neighborhood Maps
3. Title VI Service Equity Analysis
4. Memorandum from Planning Department

**APPROVALS:**

**DATE:**

DIRECTOR



December 1, 2021

SECRETARY



December 1, 2021

**ASSIGNED SFMTAB CALENDAR DATE:** December 7, 2021

**PURPOSE**

Discussion of proposed route and service changes for Winter 2022, approving associated parking and traffic modifications, and approving the Title VI Service Equity Analysis comparing service in effect in March 2020 to the proposed Winter 2022 Muni Service Changes, and parking and traffic modifications to make permanent transfer improvements for the J Church on Church Street between 15<sup>th</sup> Street and Duboce Avenue including permanently closing a southbound lane of Church Street between Market and 15<sup>th</sup> Streets pursuant to the California Vehicle Code.

**STRATEGIC PLAN GOALS AND TRANSIT FIRST POLICY PRINCIPLES**

The proposed project will support the following goals of the SFMTA Strategic Plan Goals:

Goal 5: Deliver reliable and equitable transportation services.

Goal 6: Eliminate pollution and greenhouse gas emissions by increasing use of transit, walking, and bicycling.

Goal 7: Build stronger relationships with stakeholders.

Goal 10: Position the agency for financial success.

This item will support the following Transit-First Policy Principles:

1. To ensure quality of life and economic health in San Francisco, the primary objective of the transportation system must be the safe and efficient movement of people and goods.
2. Public transit, including taxis and vanpools, is an economically and environmentally sound alternative to transportation by individual automobiles. Within San Francisco, travel by public transit, by bicycle and on foot must be an attractive alternative to travel by private automobile.
3. Decisions regarding the use of limited public street and sidewalk space shall encourage the use of public rights of way by pedestrians, bicyclists and public transit, and shall strive to reduce traffic and improve public health and safety.
4. Transit-priority improvements, such as designated transit lanes and streets and improved signalization, shall be made to expedite the movement of public transit vehicles (including taxis and vanpools) and to improve pedestrian safety.
5. Pedestrian areas shall be enhanced wherever possible to improve the safety and comfort of pedestrians and to encourage travel by foot.
9. The ability of the city and county to reduce traffic congestion depends on the adequacy of regional public transportation. The city and county shall promote the use of regional mass transit and the continued development of an integrated, reliable, regional public transportation system.

**DESCRIPTION**

**Proposed Winter 2022 Muni Service Changes**

In April 2020, shortly after the COVID-19 pandemic began and the City’s Shelter in Place Health Order was issued, the SFMTA implemented the COVID-19 Muni Core Service Network. This reduced the number of routes in the Muni system from 79 to 17. Since then, the agency has restored service on an incremental basis, and added some new service. Currently, Muni is operating at approximately 75% of its pre-pandemic service level hours.

The agency’s next planned service change is in early 2022. Based on funding and operator availability, staff project that service can be increased to approximately 85% of the pre-pandemic levels.

Over the course of the pandemic, travel patterns have changed. Demand for traditional peak-period or “rush hour” commuter travel to and from downtown has been greatly reduced. At the same time, demand for transit in historically busy corridors, including crosstown corridors connecting neighborhoods outside the core, has had a stronger recovery.

To respond to these changing conditions and provide the public with different options for how to restore and expand Muni service, staff developed three options on how to utilize resources from the seven routes that operated all day on weekdays pre-pandemic that have not yet been restored to service: the Familiar Alternative, the Frequent Alternative, and the Hybrid Alternative.

- The Familiar Alternative would restore all routes that previously operated all day on weekdays at their prior mid-day frequencies.
- The Frequent Alternative would not restore service on five Muni routes, and would instead increase service on other routes, including parallel routes.
- The Hybrid Alternative would not restore service on two Muni routes, and would instead make more limited improvements on other routes.

The three alternatives were designed to facilitate discussion about “trade-offs” between competing priorities, including distances to stops and frequency and capacity in busy corridors. The outreach process used to develop the proposed Winter 2022 Muni Service Changes is described under “Stakeholder Engagement.”

The proposed Winter 2022 Muni Service Changes combines elements from the three alternatives with new recommendations that reflect public priorities identified through that public outreach process and emerging ridership trends, including:

- Restoring key pre-pandemic connections
- Preserve or restore Muni access in hilly areas,

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- Focus on access for seniors and people with disabilities
- Increase frequency in crowded corridors

Based on this feedback, the current recommendations for Winter 2022 Muni Service Changes include:

- Two all-day bus routes, the 3 Jackson and 47 Van Ness, would not be restored at this time. Both routes are largely redundant with other routes and the resources required to operate them would be reallocated to providing other transit service on the same transit corridors.
- Of the remaining five previously operating all-day routes or route segments, all would be restored between key connections:
  - The 2 Clement would connect Japantown and the Sutter corridor with the Jewish Community Center at Presidio Avenue and California Street, but would no longer provide service on Clement Street in the Richmond District. The 2 Clement would operate more frequently all day on weekdays than it did mid-day prior to the pandemic, every 15 rather than every 20 minutes.
  - The 6 Haight/Parnassus would be fully restored and operate less frequently than it did pre-pandemic - every 20 rather than every 12 minutes. The 52 Excelsior and 66 Quintara, which were extended during the pandemic to serve areas previously served by the 6 Haight/Parnassus, would return to their prior routes.
  - The 10 Townsend would terminate at Sansome and Montgomery streets in the Financial District. In Potrero Hill, 10 Townsend service would also be re-routed to operate on 16<sup>th</sup> Street rather than 17<sup>th</sup> Street, to take advantage of the new transit-only lanes there and improve conditions for cyclists on 17<sup>th</sup> Street.
  - The 21 Hayes would be restored at a 15-minute frequency (not every 12 minutes as it was pre-pandemic) to connect Hayes Valley to Market Street and St. Mary's Hospital, and would terminate at Grove and Hayes streets, by Civic Center Station and the Main Library.
  - The 31 Balboa would be extended from its COVID terminal at Market Street. Rather than going downtown, as it did pre-COVID, it would be re-routed to 5<sup>th</sup> Street, Townsend Street, 3<sup>rd</sup> Street and Harrison Street, with a terminal at the 4<sup>th</sup> and King Caltrain Station. The line would operate every 20 minutes, as it does currently.
- 28R 19<sup>th</sup> Avenue Rapid service would be fully restored. The 43 Masonic service north of Presidio and California to the Presidio, the Marina and Fort Mason would be fully restored.
- Along with these service changes, improvements would be made to a number of Muni service routes currently in operation:

- The 38R Geary Rapid, one to two blocks south of much of the 2 Clement, would operate more often, every six rather than every eight minutes. (Note that this would increase passenger capacity by 33%).
- The 5 Fulton, two to three blocks to the north of the 21 Hayes, would operate every eight rather than every 10 minutes, providing more frequent direct connections to downtown and increasing passenger capacity by 25%. The 5R Fulton Rapid is also planned to return to 60-foot articulated buses in January.
- The 12 Folsom/Pacific would be extended to Jackson and Fillmore streets. The 12 Folsom/Pacific short line would be extended from Main and Howard streets to the 16<sup>th</sup> Street Mission BART Station via the existing 12 Folsom/Pacific route. The 12 Folsom/Pacific long line would be extended to Jackson and Fillmore streets. Both routes would operate every 15 minutes, for a combined frequency of every 7.5 minutes in the overlapping segment through Chinatown and South of Market. The route extension would cover a portion of the 3 Jackson and the frequent SoMa service would offset the 47 Van Ness.
- The 28 19<sup>th</sup> Avenue would be extended from Van Ness Avenue and North Point Street to Powell and Beach streets in Fisherman's Wharf, offering a one-seat ride for tourists traveling from Fisherman's Wharf to the Golden Gate Bridge. The 49 would return to its pre-COVID terminal at Van Ness and North Point and would continue to operate every six minutes, rather than returning to its pre-pandemic frequency of every eight to nine minutes.
- Finally, the 30 Stockton short line to Van Ness and North Point would be restored to its pre-pandemic frequency, every six rather than every 12 minutes, for a combined 15 buses per hour on the overlapping segment of the 30 long and short lines.
- Changes could also be made to some routes that were temporarily changed during the pandemic:
  - The proposal includes three options for the J Church:
    - It could remain as it currently is, an all-surface route terminating at Church Street and Duboce Avenue. This change allows us to limit the number of trains in the subway, reduce congestion and improve reliability for the entire Muni Metro system; or
    - It could be returned to the Market Street Subway at a lower frequency; or
    - It could be returned to the subway evenings only, when there is less congestion in the tunnel, and bus service could be added between Noe Valley and a

location near Embarcadero Station, operating every 30 minutes. This option is recommended by staff, as it would address some of the community concerns regarding both transfers and safety in the evening.

- As part of the COVID service plan, the 48 Quintara/24<sup>th</sup> Street was rerouted to save travel time. The 35 Eureka was also modified to cover portions of Noe Valley's hilliest areas that the 48 route formerly served. The proposal includes three options for the 35 Eureka and 48 Quintara/24<sup>th</sup> Street:
  - They could return to their original alignments; or
  - They could remain on their current alignments; or
  - The westbound 48 Quintara/24<sup>th</sup> Street could be rerouted from Castro Street to Douglass Street between 24<sup>th</sup> and Clipper streets. This would require reconstruction of the intersection at 25<sup>th</sup> and Douglass streets and could not occur for some time. This option is recommended by staff as the 48 is saving approximately six minutes in travel time, and this alternative addresses some of the community concerns without degrading the operational improvements, although it would require some capital investment and thus could not be implemented immediately.
- The 23 Monterey, 57 Parkmerced and 58 Lake Merced would be realigned as follows:
  - The 23 Monterey would be restored to its previous alignment, on Sloat Boulevard to the San Francisco Zoo, rather than serving West Portal Station.
  - The 57 Parkmerced would be extended from Eucalyptus Drive and Junipero Serra Boulevard to West Portal Station.
  - The 58 Lake Merced would be rerouted, operating on Winston Drive and Lake Merced Boulevard rather than Sloat Avenue and on Brotherhood Way and Alemany Boulevard rather than Lake Merced Boulevard and John Daly Boulevard west of the Daly City BART Station. The route would thus no longer serve the Westlake Shopping Center in Daly City and its frequency would be reduced from every 20 to every 30 minutes.
- Several routes that were added or changed during the pandemic would not be changed, including:
  - The new 15 Bayview/Hunter's Point Express, which operates between Bayview/Hunters Point and Downtown, making few stops between.

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- The 22 Fillmore, which now operates to Mission Bay rather than Dogpatch, and the new 55 Dogpatch.
- The 27 Bryant, which now operates on 7<sup>th</sup> and 8<sup>th</sup> streets South of Market rather than 5<sup>th</sup> Street.
- Finally, regarding express routes:
  - Based on specific requests by community members during the outreach process, Routes 8AX Bayshore “A” Express and 8BX Bayshore “B” Express would be restored to service, replacing Route 8 Bayshore during peak periods in the peak direction. Frequencies on Route 8AX would be eight minutes, and on Route 8BX it would be eight minutes, for a combined average of approximately four minutes where they overlap Downtown and in Chinatown. Customers in the outer neighborhoods would have less frequent service than what we are currently operating. However, 8BX customers would benefit from a quicker trip and 8AX customers would benefit from boarding a less crowded vehicle. In the mid-day, Route 8 Bayshore would operate every seven rather than every five minutes (as it currently does in the overlapping segments of its long and short lines).
  - With the exception of the 8AX and 8BX, express routes will remain temporarily suspended pending further resources and demand.

The proposed changes are summarized in the table below. Given SFMTA staff’s recommendations, the SFMTA Board is asked to decide on which option should be selected for the J Church, 35 Eureka, and 48 Quintara/24th Street lines.

| <b>Route</b>    | <b>Alignment</b>                                           | <b>2021 Day Frequency (Minutes)</b> | <b>2022 Day Frequency (Minutes)</b> |
|-----------------|------------------------------------------------------------|-------------------------------------|-------------------------------------|
| <b>J</b>        |                                                            |                                     |                                     |
| <i>Option 1</i> |                                                            |                                     |                                     |
| J               | Surface operation from Duboce/Church to Balboa Park        | 10                                  | 10                                  |
| <i>Option 2</i> |                                                            |                                     |                                     |
| J               | Extend to Embarcadero                                      | 10                                  | 15                                  |
| <i>Option 3</i> |                                                            |                                     |                                     |
| J               | Extend to Embarcadero evenings only                        | 10                                  | 12                                  |
| J Bus           | 30 <sup>th</sup> /Church to Downtown                       | --                                  | 30                                  |
| <b>2/3/38R</b>  |                                                            |                                     |                                     |
| 2               | Truncate from Clement/Park Presidio to Presidio/California | --                                  | 15                                  |
| 3               | Not restored                                               | --                                  | --                                  |
| 38R             | No change from current operations                          | 8                                   | 6                                   |

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| <b>Route</b>     | <b>Alignment</b>                                                                                                  | <b>2021 Day Frequency (Minutes)</b> | <b>2022 Day Frequency (Minutes)</b> |
|------------------|-------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|
| <b>5/21</b>      |                                                                                                                   |                                     |                                     |
| 5                | No change from current operations                                                                                 | 10                                  | 8                                   |
| 21               | Truncate from Steuart/Market to Grove/Hyde                                                                        | --                                  | 15                                  |
| <b>6/52/66</b>   |                                                                                                                   |                                     |                                     |
| 6                | Restore previous                                                                                                  | --                                  | 20                                  |
| 52               | Restore previous                                                                                                  | 20                                  | 20                                  |
| 66               | Restore previous                                                                                                  | 20                                  | 20                                  |
| <b>8/8AX/8BX</b> |                                                                                                                   |                                     |                                     |
| 8                | Replace with 8AX & 8BX during peak periods in peak direction                                                      | 5                                   | 7                                   |
| 8AX              | Restore previous                                                                                                  | --                                  | --*                                 |
| 8BX              | Restore previous                                                                                                  | --                                  | --*                                 |
| <b>10/12</b>     |                                                                                                                   |                                     |                                     |
| 10               | Truncate from Jackson/Van Ness to Sansome/Washington (and relocate from 17 <sup>th</sup> to 16 <sup>th</sup> sts) | --                                  | 15                                  |
| 12 long          | Extend from Jackson/Van Ness to Jackson/Fillmore                                                                  | 20                                  | 15                                  |
| 12 short         | Jackson/Van Ness-16 <sup>th</sup> St/Mission (Folsom to Mission via 16 <sup>th</sup> St)                          | 20                                  | 15                                  |
| <b>15</b>        |                                                                                                                   |                                     |                                     |
| 15               | No change from current operation                                                                                  | 10                                  | 10                                  |
| <b>22/55</b>     |                                                                                                                   |                                     |                                     |
| 22               | No change from current operation                                                                                  | 6                                   | 6                                   |
| 55               | No change from current operation                                                                                  | 15                                  | 15                                  |
| <b>23/57/58</b>  |                                                                                                                   |                                     |                                     |
| 23               | Restore previous                                                                                                  | 20                                  | 20                                  |
| 57               | Extend from Junipero Serra/Ocean to West Portal                                                                   | 20                                  | 20                                  |
| 58               | Via Brotherhood Way and Lake Merced Blvd rather than John Daly Blvd and Sloat Blvd                                | 20                                  | 30                                  |
| <b>27</b>        |                                                                                                                   |                                     |                                     |
| 27               | No change from current operation                                                                                  | 15                                  | 15                                  |
| <b>28/47/49</b>  |                                                                                                                   |                                     |                                     |
| 28               | Extend from Van Ness/North Point to Powell/Beach                                                                  | 12                                  | 12                                  |
| 47               | Not restored                                                                                                      | --                                  | --                                  |
| 49               | Truncate from Powell/Beach to Van Ness/North Point                                                                | 6                                   | 6                                   |
| <b>28R</b>       |                                                                                                                   |                                     |                                     |
| 28R              | Restore previous                                                                                                  | --                                  | 10                                  |
| <b>30 short</b>  |                                                                                                                   |                                     |                                     |
| 30 short         | No change from current operations                                                                                 | 12                                  | 6                                   |
| <b>31</b>        |                                                                                                                   |                                     |                                     |
| 31               | Reroute to Caltrain via 5 <sup>th</sup> St, Townsend, 3 <sup>rd</sup> St, and                                     | 20                                  | 20                                  |

| Route           | Alignment                                                                     | 2021 Day Frequency (Minutes) | 2022 Day Frequency (Minutes) |
|-----------------|-------------------------------------------------------------------------------|------------------------------|------------------------------|
|                 | Harrison                                                                      |                              |                              |
| <b>35/48</b>    |                                                                               |                              |                              |
| <i>Option 1</i> |                                                                               |                              |                              |
| 35              | Restore previous                                                              | 30                           | 30                           |
| 48              | Restore previous                                                              | 15                           | 15                           |
| <i>Option 2</i> |                                                                               |                              |                              |
| 35              | No change from current operations                                             | 30                           | 30                           |
| 48              | No change from current operations                                             | 15                           | 15                           |
| <i>Option 3</i> |                                                                               |                              |                              |
| 35              | No change from current operations                                             | 30                           | 30                           |
|                 | WB on Douglass rather than Castro (need to modify 25th/Douglass intersection) |                              |                              |
| 48              |                                                                               | 15                           | 15                           |
| <b>43</b>       |                                                                               |                              |                              |
| 43              | Restore previous                                                              | 12                           | 12                           |

\* Route does not operate during mid-day.

Neighborhood maps showing the proposed changes can be found in Enclosure 2.

### ***Subway Improvements and J Church Route Change***

Prior to the pandemic, subway congestion and unreliability was the largest issue facing the Muni Metro system. Customers routinely experienced long waits and were frequently stuck between stations during peak hours. This delay was primarily due to scheduling more trains than the subway can reliably accommodate.

During the pandemic, the SFMTA implemented a number of changes that enhanced reliability and travel time in the subway. The most significant change was reducing the number of trains entering the subway and prioritizing longer trains. This was achieved by keeping both the J Church and L Taraval out of the subway. There have also been benefits from replacing older trains with new ones that experience fewer breakdowns, as well as repairing “slow zones” in the subway. However, reducing the number of trains entering the subway was the largest cause of improvement.

The benefits of these changes during the pandemic to all Muni Metro riders are summarized below:

- Subway delays were reduced by 75% overall
- Median subway travel times improved by 7 minutes
- End-to-end median travel times improved on the K-Ingleside/T-Third by 7 minutes (16%), on the M Ocean View by 9 minutes (18%), and on the N Judah by 14 minutes (21%)
- Travel time variability in the subway has significantly improved (~55%)

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For J line riders, service is 15% more reliable than pre-pandemic, but customers traveling downtown must now make a transfer at Church Station or Church and Duboce. Overall, median travel times to downtown on the J Church are about the same as pre-pandemic, even when accounting for transfer times. Currently, 73% of J Church customers transferring at Church Station are waiting less than 5 minutes. We are working to ensure that nearly all transfer wait times would be less than 5 minutes as we gradually ramp up rail frequencies as downtown recovers.

J Church ridership has recovered at a strong rate compared to other Muni lines, returning to 53% of 2019 levels (excluding J Church trips that were entirely within the subway pre-pandemic). This compares to 51% on the N Judah, 53% for the Muni Metro system as a whole (including lines with bus substitution), and 49% for the entire Muni system.

Moreover, nearly two-thirds of pre-pandemic J Church trips would not have been affected by the new transfer: 33% of trips were entirely aboveground and 32% could be directly substituted by a trip on another Muni Metro line. All of these riders would now benefit from the improved reliability of the J Church without adding a transfer to their ride.

Compared to the Muni system as a whole, J Church riders were less likely to be people of color or reside in low-income households. In the most recent Muni rider survey, conducted in 2017, 51% of J Church riders identified as non-white, versus 57% for the Muni system. Among J Church riders, 28% were from low-income households, versus 38% for the Muni system. J Church riders were slightly less likely to be over 55 years of age (14%) than riders on the Muni system as a whole (16%). They were also slightly less likely to report having a disability (3%) than among all Muni riders (4%).

### ***Parking and Traffic Modifications***

In association with the proposed service changes, several parking and traffic modifications are proposed in order to make these transit service changes functional. These include creation of flag stops, removal of two parking spaces for a bus zone extension, removal of three parking spaces and a bike corral for a new bus terminal, and shifting a bus zone on Market Street to the other side of an intersection.

In August 2020, modified bus service was restored on two bus lines (37 Corbett and 48 Quintara/24<sup>th</sup> Street), which required minor parking and traffic modifications. In January 2021, modified bus service was restored on two bus lines (27 Bryant and 55 Dogpatch), which required minor parking and traffic modifications. In addition, to further support social distancing, reduce the spread of COVID, and support essential trips, the SFMTA created a temporary 15 Bayview/Hunters Point Express (BHPX) bus route that connects the southeast neighborhoods of San Francisco to the downtown area near Market and 3rd streets. This also required minor parking and traffic modifications. These modifications were temporarily approved by SFMTA Board Resolutions 201201-104 and 210105-003, but are being asked to be made permanent by the SFMTA Board at this time.

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Several changes were thus implemented in Summer 2020 and Winter 2021 for the current COVID-19 bus service plan and several additional parking and traffic modifications are being proposed for new Winter 2022 Muni Service Changes. Specifically, SFMTA staff proposes that the SFMTA Board approve the following parking and traffic modifications associated with the Summer 2020 and Winter 2022 Muni service network along routes 12 Folsom/Pacific, 15 Bayview/Hunters Point Express, 21 Hayes, 27 Bryant, 31 Balboa, 37 Corbett, 48 Quintara/24<sup>th</sup> Street, 55 Dogpatch:

- A. RESCIND - BIKE CORRAL - 16th Street, south side, from 106 feet to 126 feet east of Mission Street
- B. EXTEND - BUS ZONE - 16th Street, south side, from 106 feet to 186 feet east of Mission Street (extends existing bus zone by 80 feet and removes meters #2931, #2933 and #2935 and bike corral) #
- C. EXTEND – BUS ZONE - Harrison Street, north side, from 79 feet to 117 feet west of 3rd Street (extends existing bus zone by 38 feet and removes meters #710 and #712) #
- D. RESCIND – BUS ZONE - Market Street, south side, from 10 feet to 95 feet west of Mason Street
- E. ESTABLISH – BUS ZONE - Market Street, south side, from Mason Street to 100 feet easterly; Market Street, north side, from 45 feet to 145 feet west of Cyril Magnin Street
- F. ESTABLISH – FLAG STOP - Grove Street, south side, at Hyde Street; 5th Street, west side, 120 feet south of Harrison Street; 5th Street, east side, 20 feet south of Clara Street
- G. ESTABLISH – BUS ZONE – Parkridge Drive, west side, 40 feet to 100 feet north of Burnett Avenue (removes three unmetered parking spaces)##
- H. ESTABLISH – RIGHT TURN ONLY EXCEPT MUNI –11th Street, northbound, at Market Street.
- I. ESTABLISH – RED ZONE – Diamond Street, east side, from Clipper Street to 10 feet northerly (removes one non-metered parking space)##; Diamond Street, west side, from Clipper Street to 5 feet northerly##; Clipper Street, north side, from Diamond Street to 20 feet westerly (extend existing red zone by 10' to the west; removes one non-metered parking space)##; Clipper Street, south side, from Diamond Street to 10 feet westerly (removes one non-metered parking space)##; 24th Street, south side, from Diamond Street to 17 feet easterly (removes one non-metered parking space)##. #
- J. ESTABLISH – BUS ZONE –Northridge Road, south side, from Ingalls Street to 130 feet easterly##; Palou Avenue, south side, from 3rd Street to 115 feet westerly##; Jones Street, west side, from Ellis Street to 80 feet southerly##; Jones Street, west side, from Turk Street to 80 feet southerly##; Jackson Street, north side, from Van Ness Avenue to 80 feet westerly##; Pacific Avenue, south side, from 15 feet to 60 feet west of Van Ness Avenue## #
- K. ESTABLISH – RED ZONE –Tennessee Street, west side, from 9 feet to 29 feet south of 20th Street##; Pennsylvania Avenue, east side, from 22nd Street to 25 feet northerly##; 22nd Street, north side, from 12 feet to 32 feet west of Tennessee Street; 20th Street, south side, from Connecticut Street to 20 feet easterly##; Connecticut Street, west side, from 12 feet to 30 feet north of 20th Street##; Connecticut Street, east side, from 20th Street to 16 feet northerly##; Northridge Road, north side, from Ingalls Street to 20 feet easterly##; Kirkwood Avenue, north side, from Donahue Street to 20 feet westerly##; Kirkwood Avenue, south side, from Donahue Street to 20 feet westerly##; Donahue Street, west side, from Jerrold Avenue to 10 feet southerly##; Ingalls

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Street, east side, from Palou Avenue to 20 feet northerly#; Palou Avenue, north side, from Ingalls Street to 5 feet westerly#; Noe Street, west side, from 18th Street to 20 feet southerly#; 19th Street, both sides, from Noe Street to 20 feet westerly#; Diamond Street, both sides, from 19th Street to 20 feet northerly#; Diamond Street, east side, from 18th Street to 40 feet southerly#; #

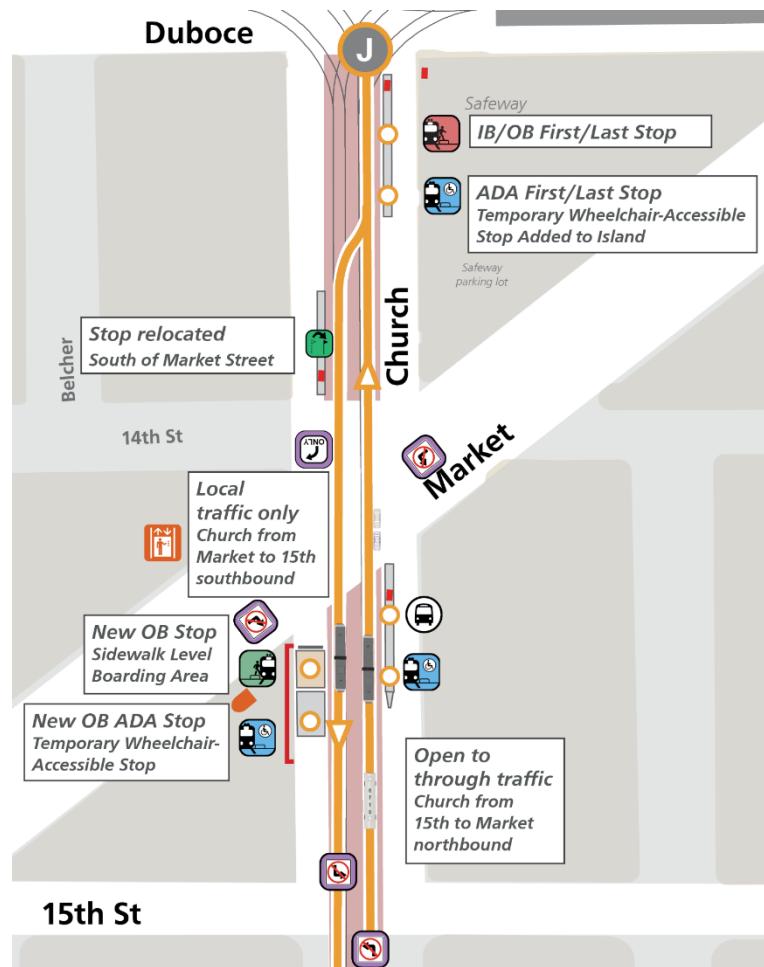
### **Church Street Transit Accessibility Improvements**

In 2020, the SFMTA implemented temporary traffic and parking changes on Church Street near Market Street to enable improved transit stop accessibility and pedestrian safety (officially called the J Church Transfer Improvements). The improvements were initially developed to facilitate the J Church operating as a surface-only line during the pandemic, but they provide significant benefit even if the J Church returns to the subway. SFMTA staff now seek to make these transit stop improvements permanent regardless of what service option is chosen for the J Church. If the project is approved, the SFMTA would pursue more permanent upgrades to further enhance the quality of the pedestrian and transit experience at this location.

Church and Market has been an important transfer point in the Muni system for decades, as it is served by the J Church, 22 Fillmore, F Market/Wharves streetcar, 37 Corbett and Muni Metro subway service, with the N Judah one block away at Duboce Avenue. Before the pandemic, these lines served over 14,000 daily riders at stops at Church and Duboce and Church and Market, while an additional 9,000 daily riders got on or off at Church Station. Improving transit stop accessibility on Church Street will enhance the Muni system for thousands of people every day.

The SFMTA implemented the following temporary parking and traffic changes on Church Street in 2020 (shown in the diagram below) that are now proposed to be made permanent.

- Street closure to allow new transit stop:** A new temporary outbound transit stop with a wheelchair-accessible ramp was created on Church south of Market. To make room for this stop, southbound Church between Market and 15<sup>th</sup> streets was closed to vehicles except for Muni, paratransit, taxis, emergency vehicles, bicycles, and commercial vehicles. Local traffic is still able to access this block, including residents, business owners, and customers.
- Parking changes:** To create room for this new transit stop and associated improvements, nine parking spaces were removed on Church Street between Market and Duboce Avenue.
- Curb management improvements:** To facilitate commercial access to this block of Church, the SFMTA made several parking and loading changes along between 15th Street and Duboce Avenue. In total, 10 general metered parking spaces and two non-metered spaces were converted to commercial loading or short-term parking.



*Figure 1. Configuration of temporary transfer improvements proposed to be made permanent*

The temporary transfer improvements were approved by the SFMTA Board as described in the calendar item on December 1, 2020.

### ***Evaluation of Temporary Improvements***

The SFMTA evaluated these temporary parking and traffic changes based on several technical criteria, including transfer distance, accessibility, safety, traffic and parking impacts, and impacts to the 22 Fillmore. The evaluation results indicate that the changes have improved transit access without significantly increasing traffic diversion or automobile delay.

- Transfer Point and Access:** The new southbound transit stop eliminates the need to cross two streets when walking to Church Station and provides a new wheelchair-accessible connection.

- *Safety:* In initial data, Muni-involved collisions declined from an annual rate of 2.6 to 1.3, while all mode collisions declined from an annual rate of 6.2 to 4.4.
- *Traffic Impacts:* Traffic speeds on streets parallel to Church remain above pre-pandemic levels, suggesting there has been minimal traffic diversion. For drivers traveling south on Church, travel times have increased by one to two minutes due to the road closure.
- *22 Fillmore Impacts:* Travel times on the 22 Fillmore remain at or below pre-pandemic levels in this area, suggesting that the changes have not negatively impacted transit travel times.
- *Operator Experience:* Most operators rated their experience with the changes as good or excellent. One concern was vehicles turning left into Safeway. Operators must step into traffic to manually operate a switch here. The SFMTA aims to resolve this by automating the switch.

### ***Establishing Permanent Improvements on Church at Market and Duboce***

To keep the transfer improvements on Church Street at Market Street and Duboce Avenue beyond the pandemic, staff recommend making permanent the closure of southbound Church Street between Market and 15<sup>th</sup> Streets and the parking and loading changes that facilitate these improvements. These transfer improvements are necessary regardless of whether there is a continuation of surface-only J Church service or a return of J Church service to the Market Street subway.

If the SFMTA Board approves making these changes permanent, the SFMTA will maintain the temporary improvements for now, and will begin a community process in 2022 to design and build permanent infrastructure improvements on Church near Market. Similar to the recently completed Inner Sunset Streetscape Improvements, permanent improvements would support making the Church and Market intersection an appealing public space for residents, transit riders and people shopping in the neighborhood. The SFMTA would also pursue the addition of a second elevator at Church Station to ensure consistent and reliable access to the station for people with disabilities.

### ***Implementation of Circulation Element of the City's General Plan:***

As discussed above, this project would entail closing the southbound lane of traffic on the block of Church Street between Market and 15<sup>th</sup> Streets to through traffic except Muni, paratransit, taxis, emergency vehicles, bicycles, and commercial vehicles. Local traffic would still be able to access this block of Church Street, including residents, business owners, and customers. This closure is authorized by California Vehicle Code Section 21101(f), which provides that “(l)ocal authorities, for those highways under their jurisdiction, may adopt rules and regulations by ordinance or resolution on the following matters: ... (f) Prohibiting entry to, or exit from, or both, from any street by means of islands, curbs, traffic barriers, or other roadway design features to implement the circulation element of a general plan adopted pursuant to Article 6 (commencing with Section 65350) of Chapter 3 of Division 1 of Title 7 of the Government Code. The rules and regulations authorized by this subdivision shall be consistent with the responsibility of local government to provide for the health

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and safety of its citizens.”

In a memo dated October 20, 2021, the Planning Department Director determined that the proposed closure of southbound Church Street to most vehicle traffic between Market and 15th streets implements the following policies of the General Plan’s Transportation Element:

- **Objective 20:** Give first priority to improving transit service throughout the city, providing a convenient and efficient system as a preferable alternative to automobile use. Transit preferential streets should be established along major transit routes, and general traffic should be routed away from these streets wherever possible.
- **Policy 14.4:** Reduce congestion by encouraging alternatives to the single occupant auto through the reservation of right-of-way and enhancement of other facilities dedicated to multiple modes of transportation...Creating necessary and appropriate facilities for transit, bicycles, carpools, pedestrians, and other modes often requires eliminating general traffic lanes and reducing capacity for single-occupant autos. This trade-off is often necessary to create attractive and efficient facilities to ensure safety, reduce congestion, improve neighborhood livability, and accommodate growth consistent with the Transit First policy.
- **Policy 20.1:** Give priority to transit vehicles based on a rational classification system of transit preferential streets.
- **Policy 20.4:** Develop transit centers according to established guidelines... Transit centers should address both pedestrian and transit needs and be designed to reinforce the link and interdependence between the surrounding neighborhood and the transit system.
- **Policy 22.3:** Guarantee complete and comprehensive transit service and facilities that are accessible to all riders, including those with mobility impairments.

The Planning Department Director concluded that: “(t)he core of San Francisco’s transportation system is a reliable, efficient transit network as well as a safe, well-connected bicycle and pedestrian network, especially in support of land use to accommodate planned and project growth. These values are enshrined in both the Transportation Element’s policies as well as the city’s Transit-First policy, which is codified in Section 8A.115 of the City’s Charter. The J Church Transfer Improvements project makes changes aimed at achieving these policies and centered on transit passengers’ access and safety.”

### ***Church Street Parking and Traffic Modifications***

SFMTA staff proposes that the SFMTA Board approve the following parking and traffic modifications associated with the Church Street transit stop improvements to provide increased wheelchair accessibility, closer connections between surface transit and Church Station, and a more comfortable waiting environment for transit customers.

- L. ESTABLISH – ROAD CLOSURE EXCEPT FOR MUNI, PARATRANSIT, TAXIS, BICYCLES, EMERGENCY VEHICLES AND COMMERCIAL VEHICLES - Church Street, southbound, from Market Street to 15th Street (local and emergency access to be maintained)
- M. ESTABLISH – TOW AWAY NO STOPPING ANY TIME and ESTABLISH – BUS ZONE -

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- Church Street, west side, from Market Street to 199 feet southerly
- N. ESTABLISH – RIGHT TURN ONLY EXCEPT MUNI, PARATRANSIT, TAXIS, BICYCLES, AND COMMERCIAL VEHICLES - Southbound Church Street at Market Street (local access and emergency access to be maintained)
  - O. ESTABLISH – NO RIGHT TURN EXCEPT MUNI, PARATRANSIT, TAXIS, BICYCLES, AND COMMERCIAL VEHICLES - Eastbound Market Street at Church Street (local access and emergency access to be maintained)
  - P. ESTABLISH – NO LEFT TURN - Westbound Market Street at Church Street; Southbound Church Street at 15th Street (expands from the existing 7AM-7PM, Monday to Friday); Northbound Church Street at 15th Street (expands from the existing 7AM-7PM, Monday to Friday)
  - Q. RESCIND – BUS STOP - Southbound Church Street nearside at 14th Street (boarding island stop previously for the J Church and the 22 Fillmore)
  - R. RESCIND – METERED MOTORCYCLE PARKING - Church Street, east side, from 75 feet to 89 feet north of 15th Street (removes 2 motorcycle stalls #233 and #235) #
  - S. ESTABLISH – NO PARKING ANY TIME - Church Street, east side, from 75 feet to 89 feet north of 15th Street.
  - T. ESTABLISH – GREEN ZONE, 15-MINUTE TIME LIMIT, 9AM TO 6PM, MONDAY THROUGH SATURDAY - 15th Street, north side, from Church Street to 20 feet westerly #; 15th Street, south side, from 10 feet to 30 feet east of Church Street #
  - U. ESTABLISH – GREEN METER, 15-MINUTE TIME LIMIT, 9AM TO 6PM, MONDAY THROUGH SATURDAY - Market Street, south side, from 131 feet to 149 feet west of Church Street (meter space #2119) #
  - V. ESTABLISH – GREEN METERS, 15-MINUTE TIME LIMIT, 9AM TO 9PM, MONDAY TO SATURDAY - Church Street, east side, from 5 to 45 feet north of 15th Street (meter spaces #237 and #239) #; Church Street, east side, from 105 to 126 feet north of 15th Street (meter space #229) #
  - W. ESTABLISH – METERED YELLOW ZONE, COMMERCIAL LOADING, 9AM TO 9PM, MONDAY TO SATURDAY - Church Street, east side, from 126 feet to 188 feet north of 15th Street (meter spaces #223, #225 and #227) #; Church Street, west side, from 15th Street to 163 feet northerly (meter spaces #226, #228, #230, #232, #234, #236 and #238) #
  - X. ESTABLISH – TOW AWAY NO STOPPING ANY TIME - Church Street, west side, from 225 feet to 265 feet north of 14th Street

## **TITLE VI ANALYSIS (WINTER 2022 MUNI SERVICE NETWORK)**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. A Title VI service equity analysis is required for service changes that meet the criteria in the SFMTA's Major Service Change Policy.

The SFMTA's Major Service Change Policy includes the following systemwide criteria:

*A schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more implemented at one time or over a rolling 24-month period;*

The proposed service changes would result in Muni providing 7 percent fewer revenue service hours than were provided in March 2020 and would thus meet the systemwide major service change criteria. In addition, the proposed changes have also been analyzed at the route level. The SFMTA's Major Service Change Policy includes the following route-level criteria:

*A schedule change on a route with 25 or more one-way trips per day resulting in:*

- *Adding or eliminating a route;*
- *A change in annual revenue hours on the route of 25 percent or more;*
- *A change in the daily span of service on the route of three hours or more; or*
- *A change in route-miles of 25 percent or more, where the route moves more than a quarter mile.*

*Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.*

The agency has prepared an analysis that compares the proposed Winter 2022 service changes to Muni service in effect in March 2020. Changes that met the route-level major service change criteria were grouped by major service change category and analyzed to determine if each category of changes cumulatively resulted in a disparate impact on communities of color or a disproportionate burden on low-income populations.

Under the SFMTA's Disparate Impact Policy, service changes are considered to have a disparate impact on communities of color if the changes meet the Agency's major service change criteria and the proportion of people of color in the population impacted by the service changes is eight or more percentage points higher for service decreases (and lower for service increases) than the respective proportions in the citywide population.

Under the SFMTA's Disproportionate Burden Policy, service changes are considered to have a disproportionate burden on individuals living in low-income households if the changes meet the Agency's major service change criteria and the proportion of individuals living in low-income households in the population impacted by the service changes is eight or more percentage points higher for service decreases (and lower for service increases) than the respective proportions in the citywide population.

Based on the route-level major service change criteria and considering routes can meet multiple major service change criteria, the service equity analysis of the proposed Winter 2022 service plan found that:

- 19 routes meet the SFMTA's route-level major service change criteria for routes miles (including 11 express or other peak commute hour routes that other in-service daytime routes are serving)

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- 18 routes meet the SFMTA's route-level major service change criteria for revenue service hours
- 7 routes meet the SFMTA's route-level major service change criteria for service span

Below is a summary table of the impacted population and findings of the service equity analysis for each of the major service change types.

| Major Service Change Type        | % People of Color <sup>1</sup><br>(% of impacted population) | % Difference from Citywide Population | Disparate Impact? | % Low-income <sup>1</sup><br>(% of impacted population) | % Difference from Citywide Population | Disproportionate Burden? |
|----------------------------------|--------------------------------------------------------------|---------------------------------------|-------------------|---------------------------------------------------------|---------------------------------------|--------------------------|
| <b>Decreases</b>                 |                                                              |                                       |                   |                                                         |                                       |                          |
| Route Miles                      | 58%                                                          | -1%                                   | No                | 23%                                                     | 2%                                    | No                       |
| Revenue Hours                    | 58%                                                          | -1%                                   | No                | 27%                                                     | 6%                                    | No                       |
| Service Span                     | 55%                                                          | -4%                                   | No                | 27%                                                     | 6%                                    | No                       |
| <b>Increases</b>                 |                                                              |                                       |                   |                                                         |                                       |                          |
| Route Miles                      | 80%                                                          | 21%                                   | No                | 31%                                                     | 10%                                   | No                       |
| Revenue Hours                    | 63%                                                          | 4%                                    | No                | 25%                                                     | 4%                                    | No                       |
| Service Span                     | 66%                                                          | 7%                                    | No                | 27%                                                     | 6%                                    | No                       |
| Citywide Population <sup>1</sup> | 59%                                                          |                                       |                   | 21%                                                     |                                       |                          |

Notes: <sup>1</sup> Data Source: U.S. Census Bureau 2015-2019 American Community Survey 5-year estimates

For the major service change categories that resulted in service decreases, the proportion of people of color and the proportion of individuals living in low-income households in the impacted population were not eight or more percentage points higher than the respective proportions of the citywide population.

For the major service change categories that resulted in service increases, the proportion of people of color and the proportion of individuals living in low-income households in the impacted population were not eight or more percentage points lower than the respective proportions of the citywide population.

In summary, the proposed Winter 2022 Service Plan is not found to disparately impact communities of color or disproportionately burden low-income populations when compared to transit service in effect in March 2020.

If the SFMTA Board chooses not to move forward with any of the proposed service changes as analyzed, or if additional service change proposals are made for consideration, the required Title VI analysis will need to be updated to ensure that the proposed changes do not result in a disparate impact finding or a finding of disproportionate burden and brought back to the SFMTA Board for further review and approval.

## **ROUTE ABANDONMENTS**

The SFMTA conducted an analysis of the proposed Winter 2022 service changes, including the 3 Jackson and 47 Van Ness, to determine whether any of these changes would constitute a “route abandonment” if permanently suspended as defined under Section 8A.108 of the City Charter. That analysis found that none of the proposed changes meet the definition of a route abandonment that is subject to Board of Supervisors review.

## **PUBLISHED NOTICE**

Charter Section 16.112 requires published notice and a hearing before the SFMTA can significantly change the operating schedule or route of a transit line. In compliance with Charter Section 16.112, an advertisement was placed in the City’s official newspaper, the San Francisco Examiner, on December 3, 2021 to provide notice that the Board of Directors will hold a public hearing on December 7, 2021, to consider the proposed Winter 2022 Muni Service Changes and Muni service options that are being presented to the SFMTA Board.

## **IMPLEMENTATION**

### **Winter 2022 Muni Service Network**

If the Title VI analysis is approved, the proposed Winter 2022 Muni Service Changes are planned to be implemented in early 2022 contingent on staff resource levels. The goal is to implement in late February, but implementation may be pushed out four to six weeks depending on Operator staffing levels, which are currently lower than we need to deliver the August 2021 service plan.

## **STAKEHOLDER ENGAGEMENT**

### **Winter 2022 Muni Service Network**

The community engagement effort for the Winter 2022 Muni Service Network took place in multiple phases:

- From August into September, community engagement focused on informing the public about the process and collecting feedback on the outreach plan.
- Beginning in mid-September, community engagement focused on robust citywide engagement to collect feedback on the proposed Muni service alternatives through virtual open houses, a survey that was implemented both online, via telephone and in-person, additional stakeholder group meetings, email and staffed telephone hotline.
- From October through early December, community engagement focused on staff reporting back to the public the findings from the initial outreach and survey, and consulting with stakeholders on the proposed service plans.

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For each phase of community engagement, a variety of outreach tactics were used depending on the type of feedback that was being collected. Methods were selected to ensure multiple channels of communication for distribution of information (digital and analog options), particularly emphasizing communication tools used by low-income communities, people of color and limited-English proficient community members.

Altogether, the engagement effort resulted in:

- More than 4,500 survey responses
- More than 30 stakeholder meetings
- Two rounds of posters at 650 locations
- Hundreds of surveys distributed and collected at neighborhood festivals, pop-ups and farmers' markets
- Thousands of emails and text notices
- More than 1,000 project update subscribers

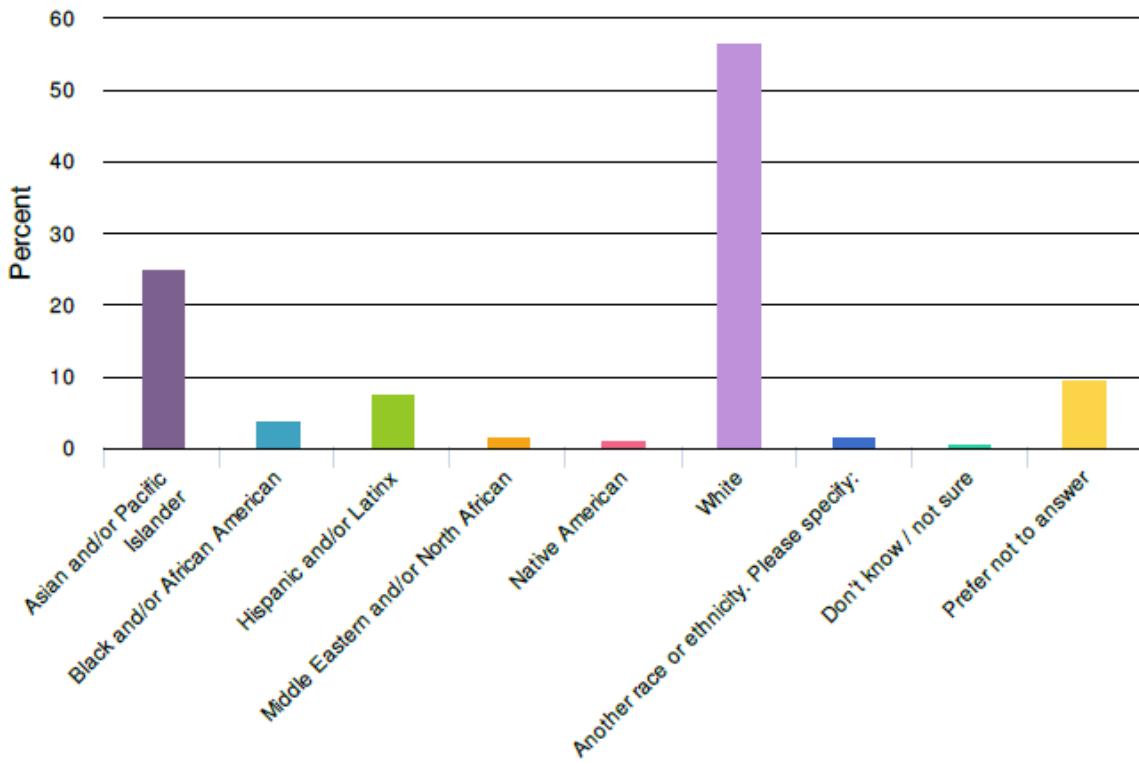
Multilingual outreach was done in seven languages: Spanish, Cantonese, Mandarin, Filipino, Arabic, Vietnamese and Russian.

We launched the <https://www.sfmta.com/projects/2022-muni-service-network> web page that included a StoryMap and the latest information on three potential scenarios for restoring service on the seven all-day bus routes, and how to provide feedback on 2022 winter service changes. The page was regularly updated in seven languages and the URL was shared broadly via multilingual posters and emails, blogs and social media.

Outreach techniques included briefings with key stakeholders, neighborhood associations and community-based organizations, multilingual posters at transit stops and in high-visibility locations, multilingual email blasts and five virtual Open Houses and three Office Hours hosted by SFMTA staff for Q&A sessions, with interpretation available upon request and provided in Cantonese, Spanish, Filipino and Arabic.

For feedback on the three options for 2022 Muni service, the SFMTA deployed a multilingual survey that could be taken online or by calling an SFMTA-staffed hotline during business hours with on-demand interpretation services available if requested. The survey was advertised through multilingual posters at transit stops with information in six languages and a notice of free language assistance in ten languages, as well as Muni alert emails in multiple languages. Opportunities for how to comment and provide additional feedback on the three options were provided in the Muni alert emails and on the 2022 Muni Service Network landing page.

12. With what race and/or ethnicity do you identify? (Select all that apply)



**Figure 2. Race/ethnicity of survey respondents**

To expand the reach of communications, multilingual paper surveys were distributed to more than fifty community-based organizations to provide an additional option for those without computer access to take the survey. Paper surveys were also available and administered at community festivals and pop-ups in public gathering spaces in neighborhoods identified by the Muni Service Equity Strategy across the city.

Virtual Open Houses and Office Hours were held for the public to engage with SFMTA staff and ask questions about the different alternatives being proposed. Presentations were given during the Open Houses to provide detailed explanations of the different options while the Office Hours allowed the public to drop-in to have their questions addressed by SFMTA staff. Both the Open Houses and Office Hours had interpretation services available if requested 48 hours in advance.

Blogs with links to the project web page, survey and multilingual StoryMaps were published on the SFMTA website and were emailed to subscribers. The SFMTA's Twitter account also tweeted about the project with a link to the landing page and information about the survey being available in multiple languages. This tweet was pinned so that it showed first on the SFMTA Twitter account. Additionally, multilingual media outreach was done through a press briefing with various media

outlets.

The SFMTA received Customer Service Reports through 311, the [TellMuni@SFMTA.com](mailto:TellMuni@SFMTA.com) email account and the 2022 Muni Service Network hotline requesting service restoration for specific routes to expand access to various parts of San Francisco. Customers could post comments on the blogs and on the SFMTA's Twitter account to provide feedback on the proposed service restoration options. SFMTA staff tracked comments that came in via blogs and social media, supplementing what we were hearing from Customer Service, to aid in making decisions about which routes to restore and to identify trends in the feedback.

The SFMTA leveraged the channels we use to regularly gather feedback on community members' experiences with Muni service to ensure that engagement with low-income communities, people of color and limited-English proficient community members was prioritized. Staff also held numerous briefings with key stakeholders representing different neighborhoods and segments of the community. Among the groups were Senior and Disability Action, the SFMTA's Multimodal Accessibility Advisory Committee, Walk San Francisco, the San Francisco Bicycle Coalition, West Portal Merchants, Chinatown Community Development Center, Castro Merchants, Bayview Working Group and the San Francisco Transit Riders.

### ***Outreach Findings***

While staff received a diversity of responses, a few common themes emerged:

- Restoring key pre-pandemic connections, such as the 21 Hayes connection to St. Mary's Medical Center
- Preserve or restore Muni access in hilly areas, such as the 6 Haight/Parnassus in the Ashbury Heights neighborhood
- Focus on access for seniors and people with disabilities, such as the 2 Clement along the Sutter corridor
- Increase frequency in crowded corridors, like Stockton and Geary.

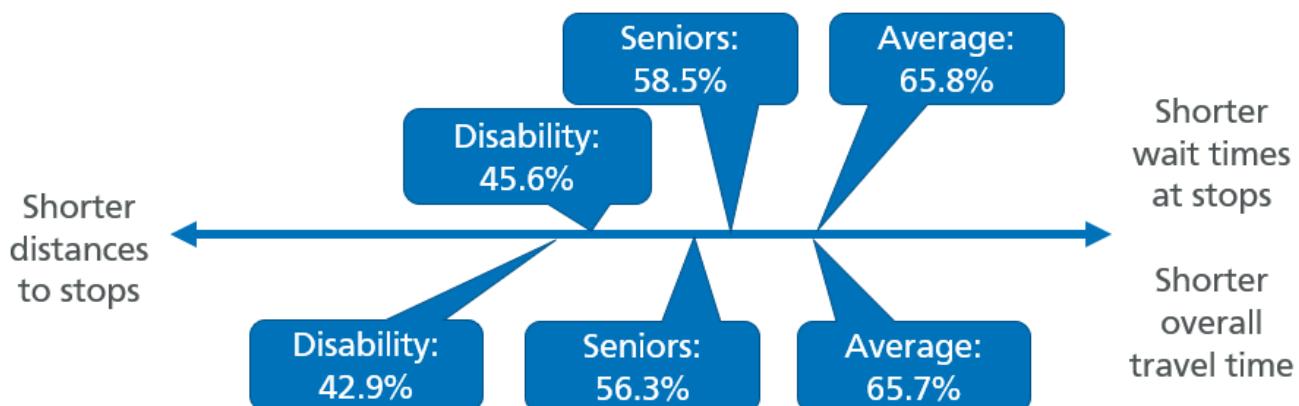
In addition to the various community meetings and thousands of comments received through other methods, staff also undertook a survey, which greatly mirrored the verbal feedback. The survey, which received more than 4,500 responses, respondents were asked which service scenario they preferred. A plurality, 37%, selected the Familiar Alternative; however, 32% selected the Frequent Alternative and 26% selected the Hybrid Alternative, meaning that a majority selected one of the alternatives with changes to pre-pandemic services.

Among seniors (defined here as age 55 or older), persons with disabilities, and members of low-income households (defined here as an annual salary of \$49,999 or less), there were stronger preferences for the Familiar Alternative: 49%, 54% and 48%, respectively. Those who said they were previously regular riders of routes that were not proposed for restoration in one or more of the

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alternatives also preferred restoration of those routes.

The survey also asked respondents to use a slider to indicate their preference and the degree of their preference for competing priorities: shorter distances to stops or shorter wait times at stops; and shorter distances to stops or shorter overall travel times. The average response was much closer to both shorter wait times and shorter overall travel times – approximately 34% of the spectrum away from both. However, for seniors these figures were 42% and 44%, respectively, and persons with disabilities prioritized shorter distances, with figures of 54% and 57%, respectively.



**Figure 3. Preferences of survey respondents**

### **Modifications Based on Feedback Received**

Through the outreach efforts, feedback was received from customers in every San Francisco neighborhood. Below are some examples of how feedback that was gathered shaped and informed the Winter 2022 Service Plan.

Customer feedback from customers in the Tenderloin, Japantown, and the Richmond districts showed that people with disabilities and seniors value shorter distances to stops and rely on Muni to make connections from Japantown and the Sutter corridor to the Jewish Community Center for meals and to shop on Clement Street. Based on this feedback, the original proposal was modified to include restoration of the 2 Clement with a truncated route from the Ferry Building to the Jewish Community Center.

Connections to Caltrain and between Potrero Hill and the Financial District were deemed valuable by customers, as was returning service to 5th Street where low-income seniors need connections to social services. To provide these connections, the service plan includes proposed changes to the current alignments of the 12 Folsom/Pacific long line and short line as well as a reroute of the 31 Balboa to Caltrain via 5th Street.

The need for seniors and people with disabilities to have easy access to health care facilities like St. Mary's Hospital, SF General Hospital and UCSF's Parnassus Campus was heard by customers in

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multiple neighborhoods, including Hayes Valley, the Western Addition, the Haight, Golden Gate Heights and South of Market. Taking this need into consideration, the proposed service plan includes restoration of the 6 Haight/Parnassus from the Ferry Building to Quintara/14th Avenue, the 10 Townsend from SF General Hospital to the Transamerica Pyramid and the 21 Hayes from St. Mary's Hospital to the Main Library/Civic Center.

Restoring access to Fort Mason and the Presidio was seen as essential by customers since there are currently no Muni routes serving that area. Hearing the need to fill this gap, the proposed service plan includes restoring the segment of the 43 Masonic from Munich and Geneva to Fort Mason near the Marina Safeway. This would provide access to groceries, which was another important need heard from residents.

Overall public feedback received through the Winter 2022 Service Plan outreach efforts directly shaped and informed the final proposed service plan.

### ***Temporary Changes Implemented During the Pandemic***

For service changes on the 15 Bayview Hunters Point Express and 27 Bryant, the SFMTA deployed multilingual surveys online and via text message. These changes were advertised through multilingual posters at transit stops with information in English, Spanish, Chinese and Filipino and Muni alert emails notifying riders of in multiple languages, including notice of free language assistance in ten languages. Opportunities to comment and provide feedback on service changes were provided in the Muni alert emails and at meetings of the SFMTA Board of Directors and San Francisco County Transportation Authority Board. Additional information on service changes was provided through SFMTA blog posts, earned media, NextMuni alerts and on-bus announcements in English, Cantonese, Spanish and Filipino.

Additionally, the SFMTA project team formed the virtual Bayview-Hunters Point Express Working Group, which had regular meetings. The Working Group comprised of community leaders that have expressed interest in the project or have participated in previous transportation projects as key stakeholders. Agency staff distributed fliers to residents and conducted business door-to-door outreach along the Third Street corridor to encourage community members to share their opinions online or via text message on their preferred bus route option and to help SFMTA identify the best route to serve the community with express service downtown.

Customers in the Twin Peaks and Upper Market areas have consistently highlighted the lack of service due to the suspension of the F Market & Wharves streetcar line and lines such as the 37 Corbett that connect hilly neighborhoods. In response, the SFMTA Service Planning team has implemented a temporary, modified 37 Corbett route that extended its eastern terminal to 11th and Market streets.

The 48 Quintara/24<sup>th</sup> Street changes were part of the Winter 2022 Muni Service Network outreach process.

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The 12 Folsom/Pacific realignment onto Rincon Hill and the 55 Dogpatch underwent a full outreach process before the route was implemented prior to the pandemic.

### **Church Street Transit Accessibility Improvements**

Community engagement for the temporary transit stop improvements on Church Street near Market Street took place over the duration of the planning and implementation of the temporary improvements.

- The temporary transfer improvements were initially approved and implemented following multiple meetings with community and neighborhood groups and a public hearing held in July 2020.
- Following implementation of the temporary project, the project team collected feedback from J Church riders, community members and merchants.
- In summer 2021, the project team conducted a survey of J Church riders to gather additional feedback about riders' and residents' experiences with the temporary transfer improvements.
- A virtual open house and public hearing was held from October 18-29, 2021 where the permanent project proposal was shared with the public and feedback was solicited and a live question-and-answer session was held on October 28, 2021.

These outreach efforts were supported with a variety of outreach tactics with the goals of informing the public of the project and collecting feedback to adjust the temporary project and shape the permanent project proposal. Outreach tactics used throughout the process include:

- Multilingual online survey in English, Spanish, Chinese and Filipino
- Virtual open house and public hearing with interpretation available upon request
- Online StoryMap webpage
- Multilingual posters and mailers throughout the immediate project area and within two blocks of the J Church surface route in English, Spanish, Chinese and Filipino
- Text messages and emails to J Church updates subscribers
- Blog and social media postings
- A project email address ([Tell.Muni@SFMTA.com](mailto:Tell.Muni@SFMTA.com)) and staffed hotline
- Emails to community groups and presentations upon request

The project sent more than 4,500 text messages and emails to J Church updates subscribers and 17,365 postcards to residential addresses within two blocks of the J Church surface route.

Outreach to the accessibility community included contact with Senior and Disability Action, Multimodal Accessibility Advisory Council, Paratransit Coordinating Council, SF Transit Riders, WalkSF, Lighthouse for the Blind, Independent Living Resource Center and Community Living Campaign. Outreach to local merchants included multiple rounds of contact with 24 merchants on Church Street between 15<sup>th</sup> Street and Duboce Avenue beginning prior to the approval of the

temporary transfer improvements and included multiple rounds of door-to-door and telephone outreach.

### ***Outreach Findings***

The project received almost 700 survey responses and 38 email and voicemail comments responsive to the project. About two-thirds of survey respondents found navigating the new transfer somewhat or very difficult. Aside from transit service concerns, respondents mentioned several key issues with the transfer itself. Based on these survey responses and initial feedback from neighbors and merchants, the SFMTA made several changes to improve the transfer experience and support local access during the temporary phase of the project.

- *Church and Duboce stop:* When rail service first returned on the J Church, riders provided feedback that some trains were not stopping to pick up passengers at the Church and Duboce stop, which provides an important transfer option to the N Judah and access to the Safeway grocery store. In response, the SFMTA field operations team and rail division staff have worked closely with operators to ensure that this stop is served.
- *Transit signage improvements:* Based on rider feedback, the SFMTA updated and improved wayfinding signage between the J Church platform and the subway to improve the legibility of the transfer.
- *Reopening northbound Church Street to through traffic:* Working with merchants and residents in the area, SFMTA staff determined that northbound traffic on Church Street across Market Street could be re-opened once local businesses discontinued use of the curbside space under the citywide Shared Spaces program. As a result, northbound traffic was restored in July 2021.
- *Customer parking improvements:* Based on feedback from merchants, the SFMTA added several “green zone” short-term parking spaces on Church Street to facilitate pickup from restaurants and other businesses on the block.
- *Roadway signage updates:* Some residents and merchants provided feedback about the roadway signage for the transfer project. The SFMTA updated this signage to more clearly indicate that local access is permitted and advised Parking Control Officers to ensure residents and customers can drive on the block to access driveways and short-term loading spaces.

The project team received 38 comments on the transfer improvements during the public hearing period, by email and phone. The majority of these comments echoed the key concerns discussed above. A plurality were concerned with stop amenities, citing challenges with the comfort of waiting to transfer during inclement weather or at night, while several comments requested improved wayfinding to assist riders navigating the transfer. An additional major area of concern related to the challenges of either crossing multiple lanes of traffic to reach the Church Station elevator or navigating steep stairs to enter the station. Many of these concerns would be addressed either through near-term improvements to wayfinding, through the stop upgrades of the permanent project, or through the Agency’s plans to pursue adding a second elevator to Church Station. Finally, six of 38 comments requested reopening southbound Church Street to through traffic.

## **ALTERNATIVES CONSIDERED**

### **Winter 2022 Muni Service Network**

The three alternatives used to engage the public and inform the proposed changes are described in the previous pages, under “Description.” They included the Familiar, the Frequent and the Hybrid scenarios.

In the “Description” section, various options are presented for the J Church and for the 35 Eureka and 48 Quintara/48<sup>th</sup> Street. These are repeated below, with recommended options identified.

- The proposal includes three options for the J Church:
  - It could remain as it currently is, an all-surface route terminating at Church Street and Duboce Avenue. This change allows us to limit the number of trains in the subway, reduce congestion and improve reliability for the entire Muni Metro system; or
  - It could be returned to the Market Street Subway at a lower frequency; or
  - It could be returned to the subway evenings only, when there is less congestion in the tunnel, and bus service could be added between Noe Valley and a location near Embarcadero Station, operating every 30 minutes. This option is recommended by staff, as it would address some of the community concerns regarding both transfers and safety in the evening.
- As part of the COVID service plan, the 48 Quintara/24<sup>th</sup> Street was rerouted to save travel time. The 35 Eureka was also modified to cover portions of Noe Valley’s hilliest areas that the 48 route formerly served. The proposal includes three options for the 35 Eureka and 48 Quintara/24<sup>th</sup> Street:
  - They could return to their original alignments; or
  - They could remain on their current alignments; or
  - The westbound 48 Quintara/24<sup>th</sup> Street could be rerouted from Castro Street to Douglass Street between 24<sup>th</sup> and Clipper streets. This would require reconstruction of the intersection at 25<sup>th</sup> and Douglass streets and could not occur for some time. This option is recommended by staff as the 48 is saving approximately six minutes in travel time, and this alternative addresses some of the community concerns without degrading the operational improvements, although it would require some capital investment and thus could not be implemented immediately.

## **Church Street Transit Accessibility Improvements**

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The alternative to approving the proposed Church Street parking and traffic improvements near Market Street permanent is to allow the associated changes to expire 120 days after the termination or expiration of the COVID-19 Emergency. Staff does not recommend this alternative because the accessibility improvements provide significant benefit even if the J Church returns to the subway. As described above, these parking and traffic changes enhance access to the J Church line and the overall Muni system and provide an opportunity to enhance the transit center at Church and Market streets, whether the City is experiencing a pandemic or not, and are aligned with the General Plan's vision for San Francisco.

## **FUNDING IMPACT**

### **Winter 2022 Muni Service Network**

Before the pandemic, the SFMTA saw declining revenues from parking fees and transit fares. As travel decreased due to the public health emergency, transit fare revenue further decreased and tax revenue also declined. One-time federal funding has saved the SFMTA from devastating cuts and layoffs, but this one-time funding runs out in 2023 and doesn't solve the agency's longer-term funding challenges. Restoring Muni transit service back to 100 percent of pre-pandemic service levels will require more sustained funding beyond the one-time federal funding that has been secured to date.

### **Church Street Transit Accessibility Improvements**

There is no immediate cost associated with making permanent the parking and traffic changes associated with the Church Street transit accessibility improvements. Some minimal costs for maintenance will be paid for using transit operating funds, similar to other transit islands and wheelchair-accessible stops in the system. The cost of permanent improvements is still to be determined and would be funded through a combination of Prop. B, Prop. K and state TIRCP funds.

## **ENVIRONMENTAL REVIEW**

The proposed changes are subject to the California Environmental Quality Act (CEQA). CEQA provides a categorical exemption from environmental review for operation, repair, maintenance, or minor alteration of existing highways and streets, sidewalks, gutters, bicycle and pedestrian trails, and similar facilities as defined in Title 14 of the California Code of Regulations Section 15301.

On November 2021, the Planning Department determined (Case Number 2021-010655ENV) that the proposed changes are categorically exempt from CEQA as defined in Title 14 of the California Code of Regulations Section 15301. The Planning Department's determination (Case Number 2021-010655ENV) is on file with the Secretary to the SFMTA Board of Directors and may be found in the records of the Planning Department at

<https://sfplanninggis.org/pim/?tab=Planning+Applications&search=2021-010655ENV> and 49 South Van Ness Avenue, Suite 1400 in San Francisco, and is incorporated herein by reference.

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The proposed action is the Approval Action as defined by the S.F. Administrative Code Chapter 31.

### **OTHER APPROVALS RECEIVED OR STILL REQUIRED**

The City Attorney's Office has reviewed this calendar item.

Parking and traffic modifications listed with a “#” are final SFMTA decisions, as defined by Ordinance 127-18, that can be reviewed by the Board of Supervisors. Information about the review process can be found at [https://sfbos.org/sites/default/files/SFMTA\\_Action\\_Review\\_Info\\_Sheet.pdf](https://sfbos.org/sites/default/files/SFMTA_Action_Review_Info_Sheet.pdf). SFMTA staff have determined that items B, C, G, I, J, K, R, T, U, V, and W are such final SFMTA decisions.

### **RECOMMENDATION**

Staff recommends that the SFMTA Board approve 1) parking and traffic modifications associated with the proposed route and service changes for Winter 2022, and the Title VI Service Equity Analysis comparing service in effect in March 2020 to the proposed Winter 2022 Muni Service Changes, and 2) parking and traffic modifications to make permanent transfer improvements for the J Church on Church Street between 15<sup>th</sup> Street and Duboce Avenue including permanently closing a southbound lane of Church Street between Market and 15<sup>th</sup> Streets pursuant to the California Vehicle Code.

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS

RESOLUTION No. \_\_\_\_\_

WHEREAS, At the start of the pandemic, the SFMTA made significant transit service reductions. Since March 2020, the SFMTA incrementally restored service to a level where 98 percent of San Franciscans are within two or three blocks of a Muni stop, including 100 percent of residents in neighborhoods identified by the Muni Service Equity Strategy; and

WHEREAS, As the City began to recover from the pandemic, the SFMTA launched an extensive multilingual outreach campaign to solicit feedback and public comment from Muni riders and the larger community on potential Winter 2022 Muni service changes and modified proposed service changes based on feedback received; and

WHEREAS, If approved, the proposed Winter 2022 Muni Service Changes would further restore and increase service as we work towards full recovery of our service; and

WHEREAS, The staff recommended options for J Church transit service that would return the J Church to the subway evenings only and that the 35 Eureka and 48 Quintara/24th Street lines remain on their current alignments; and

WHEREAS, Removing the J Church from the Muni Metro tunnel and reducing the total number of trains entering the tunnel has reduced subway delay by 75% and improved reliability on the J Church by 15%; and

WHEREAS, In an October 20, 2021 memo, the Planning Department Director determined that the closure of southbound Church Street between Market Street and 15<sup>th</sup> Street to through traffic except Muni, paratransit, taxis, emergency vehicles, bicycles, local access and commercial vehicles implements Objective 20 and Policy 14.4, 20.1, 20.4, and 22.3 of the General Plan's Transportation Element; and

WHEREAS, Based on these findings, the Planning Department determined that the J Church Transfer Improvements project makes changes aimed at achieving the above-mentioned policies and centered on transit passengers' access and safety, and therefore enacts the General Plan's Transportation Element consistent with California Vehicle Code Section 21101(f); and

WHEREAS, The traffic and parking modifications proposed for permanent approval as part of the J Church Transfer Improvements project reflect feedback received from an extensive process of community engagement and the results of a technical evaluation; and

WHEREAS, The San Francisco Municipal Transportation Agency has received a request, or identified a need for parking and traffic modifications as follows:

- A. RESCIND - BIKE CORRAL - 16th Street, south side, from 106 feet to 126 feet east of Mission Street
- B. EXTEND - BUS ZONE - 16th Street, south side, from 106 feet to 186 feet east of Mission Street (extends existing bus zone by 80 feet and removes meters #2931, #2933 and #2935 and bike corral) #
- C. EXTEND – BUS ZONE - Harrison Street, north side, from 79 feet to 117 feet west of 3rd Street (extends existing bus zone by 38 feet and removes meters #710 and #712) #
- D. RESCIND – BUS ZONE - Market Street, south side, from 10 feet to 95 feet west of Mason Street
- E. ESTABLISH – BUS ZONE - Market Street, south side, from Mason Street to 100 feet easterly; Market Street, north side, from 45 feet to 145 feet west of Cyril Magnin Street
- F. ESTABLISH – FLAG STOP - Grove Street, south side, at Hyde Street; 5th Street, west side, 120 feet south of Harrison Street; 5th Street, east side, 20 feet south of Clara Street
- G. ESTABLISH – BUS ZONE – Parkridge Drive, west side, 40 feet to 100 feet north of Burnett Avenue (removes three unmetered parking spaces)##
- H. ESTABLISH – RIGHT TURN ONLY EXCEPT MUNI – 11th Street, northbound, at Market Street.
- I. ESTABLISH – RED ZONE – Diamond Street, east side, from Clipper Street to 10 feet northerly (removes one non-metered parking space)##; Diamond Street, west side, from Clipper Street to 5 feet northerly##; Clipper Street, north side, from Diamond Street to 20 feet westerly (extend existing red zone by 10' to the west; removes one non-metered parking space)##; Clipper Street, south side, from Diamond Street to 10 feet westerly (removes one non-metered parking space)##; 24th Street, south side, from Diamond Street to 17 feet easterly (removes one non-metered parking space)##. #
- J. ESTABLISH – BUS ZONE – Northridge Road, south side, from Ingalls Street to 130 feet easterly##; Palou Avenue, south side, from 3rd Street to 115 feet westerly##; Jones Street, west side, from Ellis Street to 80 feet southerly##; Jones Street, west side, from Turk Street to 80 feet southerly##; Jackson Street, north side, from Van Ness Avenue to 80 feet westerly##; Pacific Avenue, south side, from 15 feet to 60 feet west of Van Ness Avenue## #
- K. ESTABLISH – RED ZONE – Tennessee Street, west side, from 9 feet to 29 feet south of 20th Street##; Pennsylvania Avenue, east side, from 22nd Street to 25 feet northerly##; 22nd Street, north side, from 12 feet to 32 feet west of Tennessee Street; 20th Street, south side, from Connecticut Street to 20 feet easterly##; Connecticut Street, west side, from 12 feet to 30 feet north of 20th Street##; Connecticut Street, east side, from 20th Street to 16 feet northerly##; Northridge Road, north side, from Ingalls Street to 20 feet easterly##; Kirkwood Avenue, north side, from Donahue Street to 20 feet westerly##; Kirkwood Avenue, south side, from Donahue Street to 20 feet westerly##; Donahue Street, west side, from Jerrold Avenue to 10 feet southerly##; Ingalls Street, east side, from Palou Avenue to 20 feet northerly##; Palou Avenue, north side, from Ingalls Street to 5 feet westerly##; Noe Street, west side, from 18th Street to 20 feet southerly##; 19th Street, both sides, from Noe Street to 20 feet westerly##; Diamond Street, both sides, from 19th Street to 20 feet northerly##; Diamond Street, east side, from 18th Street to 40 feet southerly##; #
- L. ESTABLISH – ROAD CLOSURE EXCEPT FOR MUNI, PARATRANSIT, TAXIS,

- BICYCLES, EMERGENCY VEHICLES AND COMMERCIAL VEHICLES - Church Street, southbound, from Market Street to 15th Street (local and emergency access to be maintained)
- M. ESTABLISH – TOW AWAY NO STOPPING ANY TIME and ESTABLISH – BUS ZONE - Church Street, west side, from Market Street to 199 feet southerly
  - N. ESTABLISH – RIGHT TURN ONLY EXCEPT MUNI, PARATRANSIT, TAXIS, BICYCLES, AND COMMERCIAL VEHICLES - Southbound Church Street at Market Street (local access and emergency access to be maintained)
  - O. ESTABLISH – NO RIGHT TURN EXCEPT MUNI, PARATRANSIT, TAXIS, BICYCLES, AND COMMERCIAL VEHICLES - Eastbound Market Street at Church Street (local access and emergency access to be maintained)
  - P. ESTABLISH – NO LEFT TURN - Westbound Market Street at Church Street; Southbound Church Street at 15th Street (expands from the existing 7AM-7PM, Monday to Friday); Northbound Church Street at 15th Street (expands from the existing 7AM-7PM, Monday to Friday)
  - Q. RESCIND – BUS STOP - Southbound Church Street nearside at 14th Street (boarding island stop previously for the J Church and the 22 Fillmore)
  - R. RESCIND – METERED MOTORCYCLE PARKING - Church Street, east side, from 75 feet to 89 feet north of 15th Street (removes 2 motorcycle stalls #233 and #235) #
  - S. ESTABLISH – NO PARKING ANY TIME - Church Street, east side, from 75 feet to 89 feet north of 15th Street.
  - T. ESTABLISH – GREEN ZONE, 15-MINUTE TIME LIMIT, 9AM TO 6PM, MONDAY THROUGH SATURDAY - 15th Street, north side, from Church Street to 20 feet westerly #; 15th Street, south side, from 10 feet to 30 feet east of Church Street #
  - U. ESTABLISH – GREEN METER, 15-MINUTE TIME LIMIT, 9AM TO 6PM, MONDAY THROUGH SATURDAY - Market Street, south side, from 131 feet to 149 feet west of Church Street (meter space #2119) #
  - V. ESTABLISH – GREEN METERS, 15-MINUTE TIME LIMIT, 9AM TO 9PM, MONDAY TO SATURDAY - Church Street, east side, from 5 to 45 feet north of 15th Street (meter spaces #237 and #239) #; Church Street, east side, from 105 to 126 feet north of 15th Street (meter space #229) #
  - W. ESTABLISH – METERED YELLOW ZONE, COMMERCIAL LOADING, 9AM TO 9PM, MONDAY TO SATURDAY - Church Street, east side, from 126 feet to 188 feet north of 15th Street (meter spaces #223, #225 and #227) #; Church Street, west side, from 15th Street to 163 feet northerly (meter spaces #226, #228, #230, #232, #234, #236 and #238) #
  - X. ESTABLISH – TOW AWAY NO STOPPING ANY TIME - Church Street, west side, from 225 feet to 265 feet north of 14th Street; and

WHEREAS, The proposed changes are subject to the California Environmental Quality Act (CEQA); CEQA provides a categorical exemption from environmental review for operation, repair, maintenance, or minor alteration of existing highways and streets, sidewalks, gutters, bicycle and pedestrian trails, and similar facilities as defined in Title 14 of the California Code of Regulations Section 15301; and,

WHEREAS, On November 2021, the Planning Department determined (Case Number 2021-010655ENV) that the proposed changes are categorically exempt from CEQA as defined in Title 14 of the California Code of Regulations Section 15301; and,

WHEREAS, The proposed action is the Approval Action as defined by the S.F. Administrative Code Chapter 31; and

WHEREAS, A copy of the CEQA determination (Case Number 2021-010655ENV) is on file with the Secretary to the SFMTA Board of Directors, and may be found in the records of the Planning Department at <https://sfplanninggis.org/pim/?tab=Planning+Applications&search=2021-010655ENV> and 49 South Van Ness Avenue, Suite 1400 in San Francisco, and is incorporated herein by reference; and,

WHEREAS, The public has been notified about the proposed modifications and has been given the opportunity to comment on those modifications through the public hearing process; and,

WHEREAS, The SFMTA conducted an analysis of the proposed Winter 2022 service changes, including the 3 Jackson and 47 Van Ness, to determine whether any of these changes would constitute a “route abandonment” if permanently suspended as defined under Section 8A.108 of the City Charter, and determined that none of the proposed changes meet the definition of a route abandonment that is subject to Board of Supervisors review; and,

WHEREAS, Since Charter Section 16.112 requires published notice and a hearing before the SFMTA can significantly change the operating schedule or route of a transit line, an advertisement was placed in the City’s official newspaper, the San Francisco Examiner, on December 3, 2021 to provide notice that the Board of Directors will hold a public hearing on December 7, 2021, to consider the proposed Winter 2022 Muni Service Changes and Muni service options; and,

WHEREAS, Pursuant to the requirements contained in FTA Circular 4702.1B, the SFMTA analyzed the impacts of the service changes on communities of color and customers from low-income households and determined that the service changes do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI; and,

WHEREAS, A copy of the Planning Commission Resolution, the CEQA findings, and the CEQA determination are on file with the Secretary to the SFMTA Board of Directors, and may be found in the records of the Planning Department at <https://sfplanning.org/> and 49 South Van Ness Avenue, Suite 1400 in San Francisco, and is incorporated herein by reference; and,

WHEREAS, Parking and traffic modifications listed with a “#” are final SFMTA decisions, as defined by Ordinance 127-18, that can be reviewed by the Board of Supervisors, and SFMTA staff have determined that items B, C, G, I, J, K, R, T, U, V, and W are such final SFMTA decisions; now, therefore, be it

RESOLVED, That the SFMTA Board of Directors approves the SFMTA's Title VI Service Equity Analysis for the proposed Municipal Railway route and service changes to be made in Winter 2022, comparing transit service in effect in March 2020 to transit service proposed for Winter 2022 and concluding that the service changes would not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI; and be it further

RESOLVED, That the SFMTA Board of Directors approves the staff recommended options for J Church transit service that would return the J Church to the subway evenings only and that the 35 Eureka and 48 Quintara/24th Street lines remain on their current alignments; and be it further

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors approves the parking and traffic modifications as set forth in Items A through X above, including modifications to make permanent transfer improvements for the J Church on Church Street between 15<sup>th</sup> Street and Duboce Avenue, and including closing the southbound curb lane of Church Street between Market and 15<sup>th</sup> Streets in accordance with California Vehicle Code Section 21101(f).

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of December 7, 2021.

---

Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency

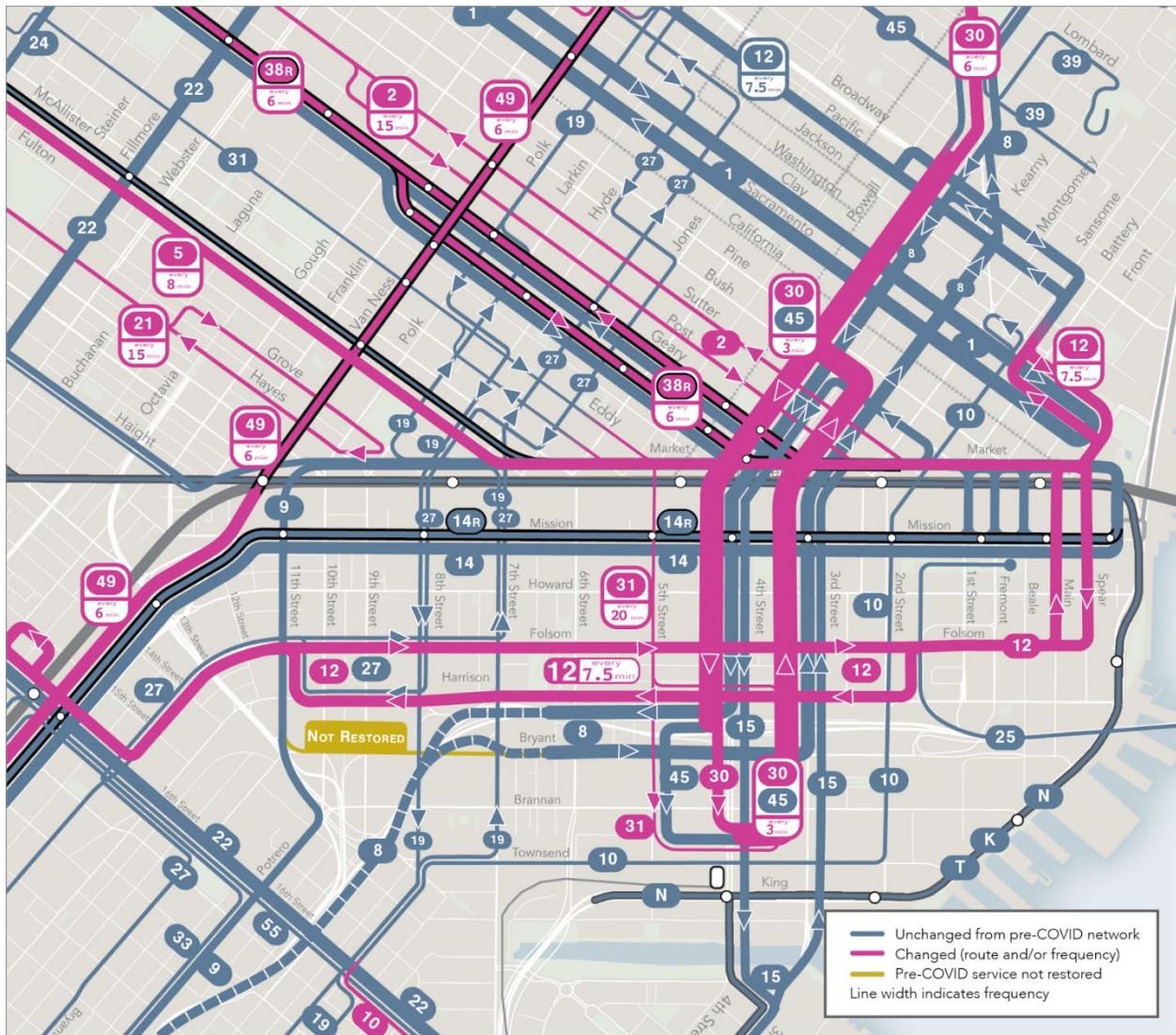
## **Enclosure 2**

### **Neighborhood Maps**

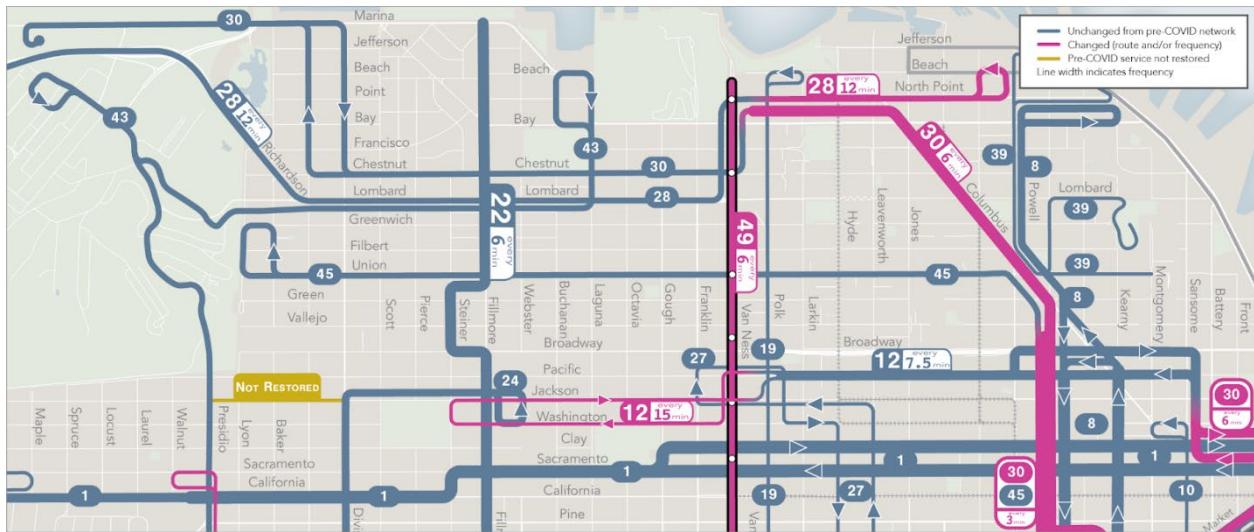
## *Southwest*



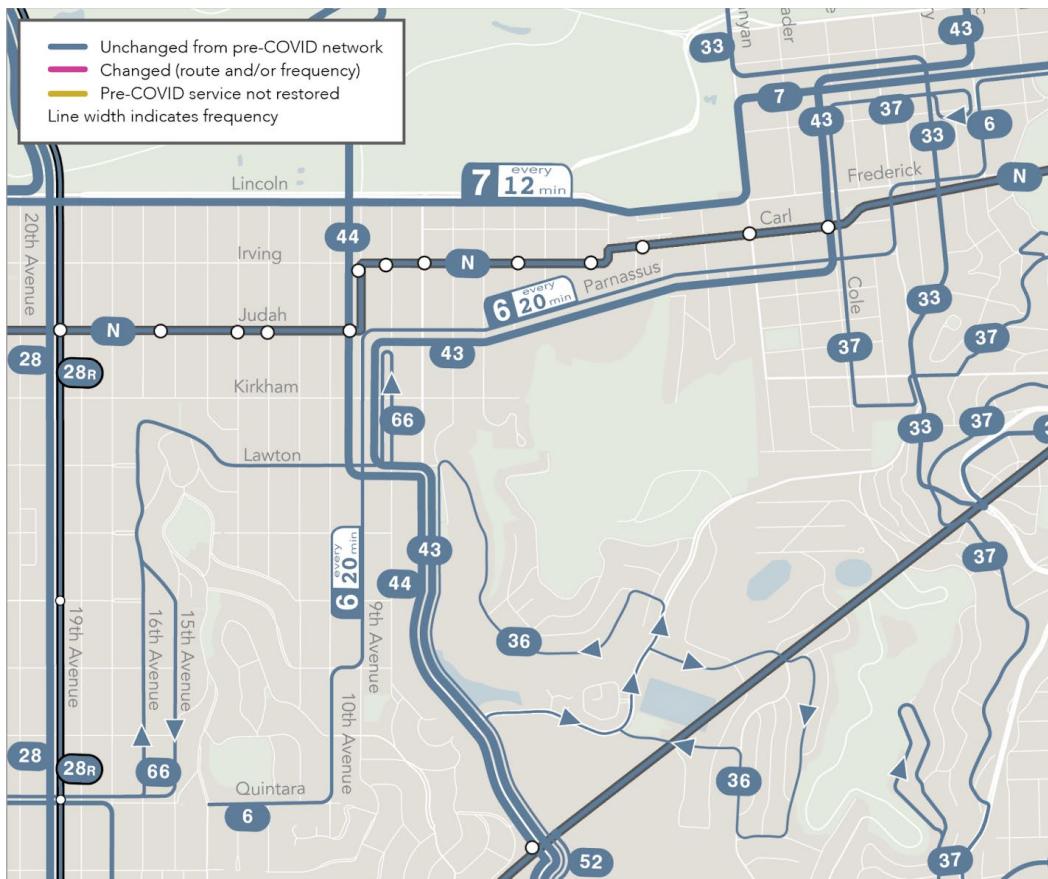
## *South of Market, Market Street, Financial District*



## *The Presidio, the Marina, Fisherman's Wharf, Chinatown, North Beach*



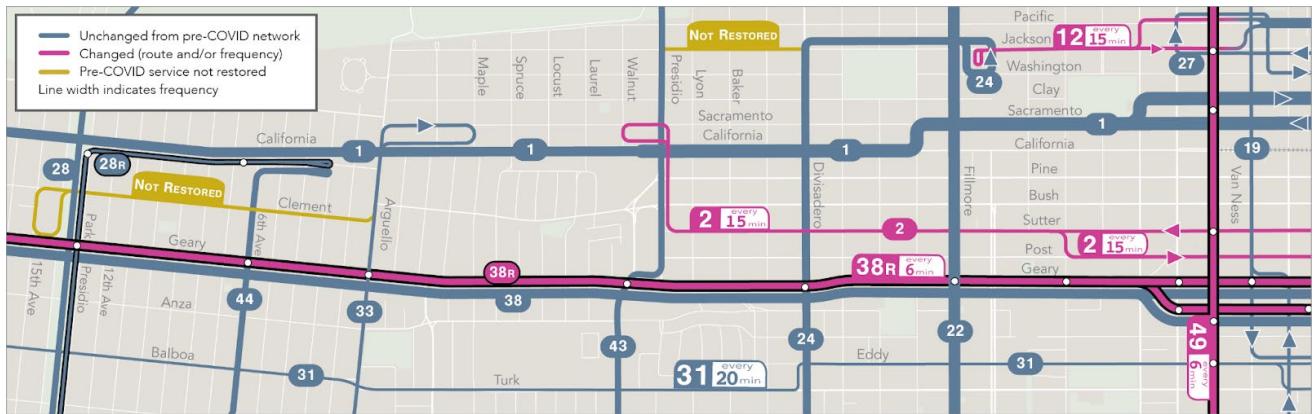
## *The Haight, Parnassus, Golden Gate Heights*



## Hayes Valley and Western Addition



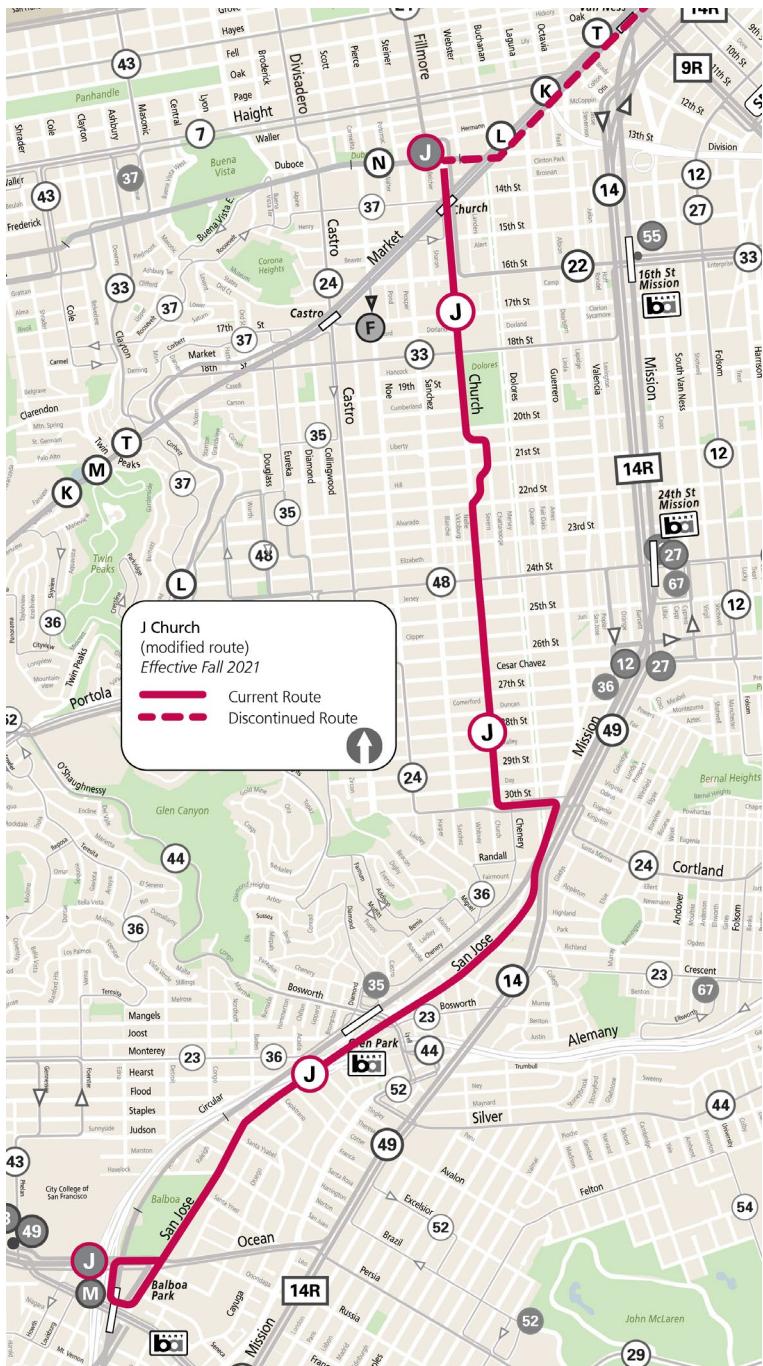
## Tenderloin, Japantown, the Richmond



## Noe Valley



## J Church



**Enclosure 3**  
**Title VI Service Equity Analysis**

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## 1 Background

### 1.1 Title VI

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d).

The Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," provides guidance to transit agencies serving large urbanized areas and requires that these agencies "shall...evaluate, prior to implementation, any and all service changes that exceed the transit provider's major service change threshold, as well as all fare changes, to determine whether those changes will have a discriminatory impact based on race, color, or national origin" (Circular 4702.1B, Chapter IV-11). Regarding temporary service changes, FTA Circular 4702.1B states that if "a temporary service addition or change lasts longer than twelve months, then FTA considers the service addition or change permanent and the transit provider must conduct a service equity analysis if the service otherwise qualifies as a major service change" (Circular 4702.1B, Chapter IV-13).

### 1.2 SFMTA and its Response to COVID-19 Pandemic

The San Francisco Municipal Transportation Agency (SFMTA), a department of the City and County of San Francisco, was established by voter proposition in 1999. One of the SFMTA's primary responsibilities is operating the San Francisco Municipal Railway, known universally as "Muni." Muni is the largest transit system in the Bay Area with over 700,000 passenger boardings per day and serving over 220 million customers a year. The Muni fleet includes historic streetcars, renewable biodiesel and electric hybrid buses and electric trolley coaches, light rail vehicles, paratransit cabs and vans and the world-famous cable cars. Muni provides one of the highest levels of service per capita with 63 bus routes, seven light rail lines, two historic streetcar lines, and three cable car lines and provides regional connections to other Bay Area public transit systems such as BART, AC Transit, Golden Gate Transit and Ferries, SamTrans, and Caltrain.

On February 25, 2020, Mayor London Breed issued a Proclamation Declaring the Existence of a Local Emergency (COVID-19 Local Emergency Proclamation) finding that the COVID-19 pandemic posed a threat to the lives, property and welfare of the City and County and its residents.

On March 16, 2020, San Francisco's Health Officer issued a Public Health Order in response to the COVID-19 State of Emergency requiring that residents shelter in place, with the only exception being for essential needs and trips. Shortly thereafter, the SFMTA implemented changes to Municipal Railway service in response to changing travel patterns and significantly reduced staffing levels. On April 8, 2020, the SFMTA implemented the initial 17-route COVID-19 Core Service Plan and since then the agency has brought back service when resources have allowed. Since temporary transit service changes were still in effect twelve months after service reductions were introduced in March 2020, the SFMTA conducted a service equity analysis of its COVID-19 Temporary Service Plan as

of March 2021 to be responsive to the FTA's requirement that changes in effect longer than twelve months be subject to such an analysis. In May 2021, the SFMTA completed, and received SFMTA Board approval of, an analysis of the service that was in effect in March 2021.

The proposed Winter 2022 Service Plan would further restore and increase service as we work towards full recovery of our service. This analysis will be forwarded to the SFMTA Board of Directors for review and public comment on December 7, 2021, responding to the reporting requirements contained in FTA Circular 4702.1B.

This Title VI Analysis includes:

- SFMTA's Board-approved Title VI-related policies and definitions, including the Agency's Major Service Change, Disparate Impact and Disproportionate Burden Policies.
- The methodology used for this service equity analysis.
- A description of the SFMTA's proposed Winter 2022 Service Plan and background on what factors were and continue to be considered as the SFMTA works to provide as much service as possible considering the constraints on its resources imposed by the pandemic.
- A summary of the service equity analysis of the proposed Winter 2022 Service Plan based on 2015-2019 American Community Survey (ACS) 5-year estimates data from the US Census Bureau.
- A summary of public outreach and engagement efforts to seek public comment and inform the final service proposal.

## 2 SFMTA's Title VI-related Policies, Definitions, and Service Equity Analysis Methodology

On October 1, 2012, FTA issued updated Circular 4702.1B, which requires a transit agency's governing board to adopt the following policies related to fare and service changes:

- Major Service Change Definition – establishes a definition for a major service change, which provides the basis for determining when a service equity analysis needs to be conducted.
- Disparate Impact and Disproportionate Burden Policies – establishes thresholds to determine when proposed major service changes or fare changes would adversely affect communities of color and/or low-income populations and when alternatives need to be considered or impacts mitigated.

In response to FTA Circular 4702.1B, the SFMTA developed Major Service Change, Disparate Impact and Disproportionate Burden Policies, which were approved by the SFMTA Board of Directors on August 20, 2013, after an extensive multilingual public outreach process. Outreach included two public workshops, five presentations to the SFMTA Board and committees, and outreach to approximately 30 community-based organizations and transportation advocates with broad perspective among communities of color and low-income communities.

The following definitions and policies were used to conduct this Title VI service equity analysis: People and Communities of Color/Minority Populations, Low-income Populations, Major Service Change Policy, Disparate Impact Policy, Disproportionate Burden Policy, and Adverse Effect.

### 2.1 People and Communities of Color / Minority Populations

FTA's Circular 4702.1B includes the following race and ethnicity identities in its definition for those who are considered "minority persons" and members of "minority populations": American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander. For this Title VI analysis, the SFMTA considers individuals to be a person of color if they self-identify as any race/ethnicity other than White only and Not Hispanic or Latino. Individuals who self-identify as Multi-Racial including White, are also considered to be a person of color.

### 2.2 Low-income Populations

The SFMTA defines low-income individuals as those whose total household income is below 200% of the federal poverty level per household size. Although 2021 poverty guidelines are available, the latest census data that is available for income is from the 2015-2019 American Community Survey 5-Year Estimates so the 2019 guidelines are used for this analysis. The table below shows the 2019 household incomes that meet the 200% Federal poverty level threshold for different household sizes. The SFMTA also uses the 200% of federal poverty guidelines as criteria for Lifeline Muni passes for low-income households in San Francisco.

**Table 1: 2019 Poverty Guidelines by Household Size**

| <b>Household Size</b>                              | <b>Poverty Guideline</b> | <b>200% of Poverty Guideline</b> |
|----------------------------------------------------|--------------------------|----------------------------------|
| 1                                                  | \$12,490                 | \$24,980                         |
| 2                                                  | \$16,910                 | \$33,820                         |
| 3                                                  | \$21,330                 | \$42,660                         |
| 4                                                  | \$25,750                 | \$51,500                         |
| 5                                                  | \$30,170                 | \$60,340                         |
| 6                                                  | \$34,590                 | \$69,180                         |
| <i>7+ add for each additional household member</i> | <i>+\$4,420</i>          | <i>+\$8,840</i>                  |

## 2.3 Major Service Change Policy

The SFMTA has developed a policy that defines a Major Service Change as a change in transit service that would be in effect for more than a 12-month period, and that would consist of any of the following criteria (per the SFMTA’s 2019 Title VI Program Update):

- *A schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more implemented at one time or over a rolling 24-month period;*
- *A schedule change on a route with 25 or more one-way trips per day resulting in:*
  - *Adding or eliminating a route;*
  - *A change in annual revenue hours on the route of 25 percent or more;*
  - *A change in the daily span of service on the route of three hours or more; or*
  - *A change in route-miles of 25 percent or more, where the route moves more than a quarter mile.*
- *Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.*
- *The implementation of a New Start, Small Start, or other new fixed guideway capital project, regardless of whether the proposed changes to existing service meet any of the criteria for a service change described above.*

## 2.4 Disparate Impact Policy

*Disparate Impact Policy determines the point (“threshold”) when adverse effects of fare or service changes are borne disparately by minority populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disparate impact on minority populations if the difference between the percentage of the minority population impacted by the changes and the percentage of the minority population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively.*

## 2.5 Disproportionate Burden Policy

*Disproportionate Burden Policy determines the point when adverse effects of fare or service changes are borne disproportionately by low-income populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disproportionate burden on low-income populations if the difference between the percentage of the low-income population impacted by the changes and the percentage of the low-income population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively.*

Title VI also requires that positive changes, such as fare reductions and major service improvements, be evaluated for their effect on communities of color and low-income communities. The SFMTA evaluates positive impact proposals and negative impact proposals separately.

## 2.6 Adverse Effect

In addition to defining policies relating to Major Service Changes, Disparate Impact, and Disproportionate Burden, the SFMTA also must define when an adverse effect may be found. According to the FTA's Circular 4702.1B (Title VI), "an adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant." For this Title VI analysis, an adverse effect may be deemed significant if it is in accordance with the SFMTA's Major Service Change definition (per the SFMTA's 2019 Title VI Program Update) and it negatively impacts communities of color and/or low-income populations.

An adverse effect may be found if any one of the following occur:

- *A system-wide change (or series of changes) in annual revenue hours of five percent or more proposed at one time or over a rolling 24-month period;*
- *A route is added or eliminated;*
- *Annual revenue hours on a route are changed by 25 percent or more;*
- *The daily span of service on the route is changed three hours or more; or*
- *Route-miles are changed 25 percent or more, where the route moves more than a quarter mile.*

*And*

- *The proposed changes negatively impact minority and low-income populations.*

*Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.*

## 2.7 Analysis Methodology

This analysis compares transit service in place before the COVID pandemic began by analyzing pre-pandemic service adjustments implemented on February 22, 2020 to the proposed Winter 2022 Service Plan, which includes current service and other proposed service changes.

The analysis involves first determining which Muni routes, if any, are proposed to have a service change (based on the comparison described above), that meets the criteria in the SFMTA’s Major Service Change Policy (described in a previous section). Then routes that meet the threshold in the Major Service Change policy are grouped by the categories of the major service change criteria that are met – route-miles, annual revenue service hours, and/or daily service span – and by whether the service change results in a service decrease or a service increase. A route is included in multiple categories of major service changes if the changes along the route meet multiple criteria of the Major Service Change Policy. (Note that full route suspensions and full route additions are considered to only meet the route-miles major service change.) Once the service changes are grouped by category, the population that is impacted by each category of major service changes is then determined.

The SFMTA typically relies on customer on-board survey data for service change analyses by using the route’s ridership demographics. However, since the proposed Winter 2022 Service Plan includes service alignments that have been introduced during the pandemic and that thus have no existing ridership data for comparison, U.S. Census data, specifically, the 2015-2019 American Community Survey 5-Year Estimates (2019 ACS) data, are used to determine the population that is impacted by each major service change. The population impacted by each change to a Muni route (or route segment) is considered the population who lives within the service area of the route (or route segment). The service area for each route (or route segment) is defined to be the areas within a quarter mile of all of the stops along the route (or route segment).

Race/ethnicity and household income data from the 2019 ACS and at the Census block group level are used in conjunction with the quarter-mile buffer from each of the route’s stops. For every block group that is at least partly within the quarter-mile buffer, the percentage of the block group that is within the quarter-mile buffer is applied to the population and demographic data for the entire block group. The result is considered the number of individuals within the block group who are served by the route and thus comprise the impacted population for the major service change occurring along that route.

The population and demographic data for each route is then combined with the corresponding data for all of the routes in the major service change category to determine the proportion of those in the impacted population who identify as a person of color or a person living in a low-income household. These proportions are then compared to the corresponding proportions for the overall population of San Francisco. Based on the SFMTA’s Disparate Impact Policy and Disproportionate Burden Policy, this comparison is used to determine if the service changes in each major service change category are found to result in a disparate impact on San Francisco’s communities of color or a disproportionate burden on San Francisco’s low-income population.

Per 2019 ACS, 59% of San Francisco residents self-identified as a person of color and 21% of residents reported that they live in a low-income household (a household living at less than 200% of the Federal poverty level).

A disparate impact is found for:

- Service decreases - if people of color comprise a proportion of the impacted population that is eight or more percentage points higher than the proportion of the citywide population
- Service increases - if people of color comprise a proportion of the impacted population that is eight or more percentage points lower than the proportion of the citywide population

A disproportionate burden is found for:

- Service decreases - if those in a low-income household comprise a proportion of the impacted population that is eight or more percentage points higher than the proportion of the citywide population
- Service increases - if those in a low-income household comprise a proportion of the impacted population that is eight or more percentage points lower than the proportion of the citywide population

### 3 Proposed Winter 2022 Service Plan

At the beginning of the pandemic, the SFMTA restructured Muni service to respond to the COVID-19 State of Emergency to account for the following significant constraints on resources that were in place at the time:

- Vehicle Capacity: COVID-19 physical distancing requirements translated to Muni buses only carrying one-third of the usual passenger load from pre-COVID-19 levels. This meant that it took about three buses to move the same number of people as one bus did prior to the pandemic.
- Vehicle Availability: Until mid-2021, the SFMTA's practice during the pandemic was to return vehicles at the end of each operator's shift for sanitization, which was more frequent than the industry standard of cleaning vehicles at the end of the day, and resulted in fewer vehicles being available for service.
- Staff Availability: Due to a 15% vacancy rate pre-pandemic across the agency and very limited hiring during the pandemic, the SFMTA has vacancies in many service critical positions from mechanics to supervisors. Additionally, due to local vaccine mandates for city staff going into effect in late 2021 vacancies have further increased.

\* Note that the SFMTA has remained in compliance with the latest public health guidance as it has evolved throughout the pandemic, and as such, the agency is currently not restricting vehicle capacities and has returned to pre-pandemic industry standards for cleaning vehicles.

Considering these constraints, the SFMTA's response to the pandemic has prioritized providing and restoring transit service along routes that more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; routes that provide service to critical services such as hospitals and grocery stores; and routes that have enabled the agency to provide coverage to as much of San Francisco as possible. When resources have allowed, the SFMTA has restored service along previously suspended routes in response to feedback received from customers and staff.

Below is an overview of the COVID-19-related Municipal Railway service changes that have been implemented:

- **March 17, 2020:** In response to a steep drop in ridership and staff availability due to the COVID-19 State of Emergency, most express routes, as well as the 41 Union, 88 BART Shuttle and E Embarcadero Streetcar routes, were temporarily suspended. Additionally, in order to reduce risk to operators, Cable Car and F Market service transitioned to using buses which are equipped with operator security partitions.
- **March 30, 2020:** The SFMTA implemented further transit service changes in response to a continued decline in ridership and staff availability. These service adjustments focused on routes where redundant service provided more capacity than what was needed. All

Rapid routes, except for the 14R Mission Rapid, were temporarily suspended. All Muni Metro and light rail routes were replaced by buses using stops from the early morning Metro bus service. Closing the Muni Metro underground system allowed the SFMTA to redirect custodial resources to staff facilities and minimize risk to our station agents.

- **April 8, 2020:** Transit service was reduced to the agency's initial temporary COVID-19 Core Service Network comprising Muni's 17 most-used daytime lines. This network provided service on our busiest lines with the highest demand during the pandemic and ensured service was within one mile of all San Franciscans.
  - The 17 daytime routes included: 1 California, 8 Bayshore, 9 San Bruno, 14 Mission, 14R Mission Rapid, 19 Polk, 22 Fillmore, 24 Divisadero, 25 Treasure Island, 29 Sunset, 38 Geary, 38R Geary Rapid, 44 O'Shaughnessy, 49 Van Ness/Mission, L Taraval Bus, N Judah Bus, and T Third Bus.
- **April 25, 2020:** With additional staff resources, the COVID-19 Core Service Network was updated by adding back modified routes and increasing bus frequency on others. Service additions increased coverage across the City and improved connections to additional essential services. Restored routes included the: 5 Fulton, 12 Pacific (on a temporarily modified route), 28 19th Avenue (on a temporarily modified route), and 54 Felton (on a temporarily modified route).
- **May 4, 2020:** The M Bus returned as a partial "Community Shuttle" between Balboa Park and West Portal station.
- **May 16, 2020:** The SFMTA increased frequency on multiple lines in Muni's existing COVID-19 Core Service Network and reinstated the 9R San Bruno Rapid.
- **June 13, 2020:** To support the City's economic recovery, and with additional staff availability, the SFMTA increased Muni service and frequency by adding select routes back into service, extending current routes, and improving frequency on routes with crowding. Restored routes included the: 7 Noriega, 30 Stockton (on a temporarily modified route), and 43 Masonic (on a temporarily modified route).
- **August 22, 2020:** To provide more vehicle capacity for essential travel and physical distancing, the SFMTA reopened the subway system and restored Muni Metro train service with temporary new route configurations for the J Church, K Ingleside, L Taraval, and a subway-only shuttle. In addition to adding back modified rail service, bus service was resumed on the 37 Corbett (on a temporarily modified route), 44 O'Shaughnessy (the previously temporarily modified route was extended to the full route), 45 Union-Stockton, 48 Quintata-24th St (on a temporarily modified route), 54 Felton (the previously temporarily modified route was extended to the full route), and 67 Bernal Heights.
  - On August 25, the subway was closed again for critical repairs and Muni Metro reverted back to bus service.

- **December 19, 2020:** The SFMTA began phasing Muni Metro rail back into service by restoring the J Church surface route to free up buses for additional service changes to be implemented in January 2021.
- **January 23, 2021:** With nearly a year of COVID-19 transit planning experience, and after working closely with key Muni Service Equity communities and the consideration of public feedback, the SFMTA was able to prioritize vehicle and operator resources to restore service and improve frequencies on multiple routes, including the: 15 Bayview-Hunters Point Express (new route), 22 Fillmore (on a partially new alignment), 27 Bryant, 33 Ashbury, 37 Corbett (the previously temporarily modified route was extended to the full route), 55 Dogpatch (on a partially new alignment) and the T Third Muni Metro rail line (on a temporarily modified route).
- **May 15, 2021:** Critical repairs were completed in the subway and service was restored to all metro stations from West Portal to Embarcadero. Serving the subway, the KT Ingleside-Third and N Judah were restored to their full routes. In addition, bus service was further expanded with frequency increases where it was needed most and a temporary service route was created called the 36/52 Special to provide restored service to hilltop neighborhoods. Historic streetcar service was also restored with the return of the F Market & Wharves line, restoring much needed daytime service to job centers and tourism attractions along the waterfront.
- **August 14, 2021:** As of June 15, 2021, based on guidance from the San Francisco Department of Public Health, physical distancing requirements on all Muni lines was no longer required. This change freed up resources and allowed further service restoration and coverage, frequency increases and start of supplemental school service. The M Ocean View was restored to rail service for its full length from Balboa Park to Embarcadero. Multiple bus routes were restored including the 5R Fulton Rapid, 18 46<sup>th</sup> Ave, 35 Eureka, 36 Teresita, and 39 Coit. Additional routes were restored with modifications including the 23 Monterey, 52 Excelsior, 56 Rutland, 57 Park Merced, and 66 Quintara. With the restoration of the 36 Teresita and 52 Excelsior, the temporary 36/52 Special route was suspended. In addition to service restorations, a new route was also implemented called the 58 Lake Merced which provide service coverage to areas no longer covered by the 57 Park Merced route reconfiguration as well as provided new coverage into Daly City. The 12 Folsom and 48 Quintara/24<sup>th</sup> Street were also extended to provide additional service coverage. With the return of students to the classroom, most afternoon supplemental service provided prior to the pandemic was restored to support students returning to school campuses for instruction.

Below is an overview of the proposed Winter 2022 service changes. The proposed Winter 2022 Service Plan, which is being evaluated in this Title VI Service Equity Analysis, consists of the service that would be in place if these proposed changes are implemented:

**Proposed Winter 2022 Service Changes:** The proposed changes include restoring the 6 Haight-Parnassus, 8AX Bayshore Express, 8BX Bayshore Express, and 28R 19<sup>th</sup> Avenue Rapid to their pre-pandemic alignments and restoring the 2 Clement, 10 Townsend, and 21 Hayes with modifications. The proposed changes also include adjusting the currently in service 23 Monterey, 43 Masonic, 49 Van Ness, 52 Excelsior, 66 Quintara to pre-pandemic alignments and adjusting the currently in service 12 Folsom, 28 19<sup>th</sup> Avenue, 31 Balboa, 48 Quintara/24<sup>th</sup> Street, 57 Parkmerced, and 58 Lake Merced to alignments different from the pre-pandemic. An additional proposed change includes introducing supplemental bus service for the J Church.

## 4 Major Service Change & Impacted Population Analysis

The proposed Winter 2022 Service Plan includes route suspensions, route additions, frequency changes, and service span changes compared to the service that was in place pre-pandemic, in the beginning of March 2020. With these changes, the scheduled systemwide revenue service hours are estimated to be 7% less than what was in service in March 2020 – this is considered a major service change as it exceeds the 5% threshold in the Major Service Change Policy for a systemwide service change. (Note that the work to translate the proposed Winter 2022 Service Plan into a formal schedule will take place after the SFMTA Board’s approval of the Title VI analysis and that the revenue service hours used in this service change analysis are estimates.) The differences between the March 2020 service and the proposed Winter 2022 Service Plan are analyzed at the route-level for the different major service change categories, and then grouped by the same categories to determine if each package of changes is expected to have a disparate impact on communities of color or a disproportionate burden on low-income populations: The major service change categories are as follows:

- A. Full Route and Route Segment Suspensions (Service Decreases)
- B. Full Route Additions (Service Increases)
- C. Revenue Service Hour Decreases
- D. Revenue Service Hour Increases
- E. Daily Service Span Decreases
- F. Daily Service Span Increases

Table 2 below summarizes which routes are expected to have a service change in place with the proposed Winter 2022 Service Plan, compared to March 2020 service, that will meet the major service change criteria. The changes that are considered to be major service changes are analyzed further in the following sections of this analysis.

*Table 2: Summary of Determinations if Service Changes Between March 2020 and the Proposed Winter 2022 Service Plan Meet Major Service Change Criteria*

| Route                     | Meets Major Service Change Criteria with Service Decrease “(-)” or Increase “(+)” |     |               |     |              |     |
|---------------------------|-----------------------------------------------------------------------------------|-----|---------------|-----|--------------|-----|
|                           | Route-Miles                                                                       |     | Revenue Hours |     | Service Span |     |
|                           | (-)                                                                               | (+) | (-)           | (+) | (-)          | (+) |
| 1 California              |                                                                                   |     |               |     |              |     |
| 1AX California Express    | X                                                                                 |     |               |     |              |     |
| 1BX California Express    | X                                                                                 |     |               |     |              |     |
| 2 Clement                 | X                                                                                 |     | X             |     |              |     |
| 3 Jackson                 | X                                                                                 |     |               |     |              |     |
| 5 Fulton                  |                                                                                   |     |               |     |              |     |
| 5 Fulton Owl <sup>1</sup> |                                                                                   |     |               |     |              |     |
| 5R Fulton Rapid           |                                                                                   |     | X             |     |              |     |
| 6 Parnassus               |                                                                                   |     | X             |     |              |     |
| 7 Haight-Noriega          |                                                                                   |     |               |     |              |     |
| 7X Noriega Express        | X                                                                                 |     |               |     |              |     |
| 8 Bayshore                |                                                                                   |     |               |     |              |     |

| Route | Meets Major Service Change Criteria with<br>Service Decrease “(−)” or Increase “(+)” |     |               |     |              |     |
|-------|--------------------------------------------------------------------------------------|-----|---------------|-----|--------------|-----|
|       | Route-Miles                                                                          |     | Revenue Hours |     | Service Span |     |
|       | (−)                                                                                  | (+) | (−)           | (+) | (−)          | (+) |
| 8AX   | Bayshore Express                                                                     |     | X             |     |              |     |
| 8BX   | Bayshore Express                                                                     |     |               |     |              |     |
| 9     | San Bruno                                                                            |     |               |     |              |     |
| 9R    | San Bruno Rapid                                                                      |     |               |     |              |     |
| 10    | Townsend                                                                             |     | X             |     |              |     |
| 12    | Folsom-Pacific                                                                       |     |               | X   |              |     |
| 14    | Mission                                                                              |     |               | X   |              |     |
| 14    | Mission Owl                                                                          |     |               | X   |              |     |
| 14R   | Mission Rapid                                                                        |     |               | X   |              | X   |
| 14X   | Mission Express                                                                      | X   |               |     |              |     |
| 15    | Hunters Pt Express                                                                   |     | X             |     |              |     |
| 18    | 46th Ave                                                                             |     |               |     |              |     |
| 19    | Polk                                                                                 |     |               |     |              |     |
| 21    | Hayes                                                                                | X   |               | X   |              |     |
| 22    | Fillmore                                                                             |     |               |     |              |     |
| 22    | Fillmore Owl <sup>1</sup>                                                            |     |               |     |              |     |
| 23    | Monterey                                                                             |     |               |     |              |     |
| 24    | Divisadero                                                                           |     |               |     |              |     |
| 24    | Divisadero Owl <sup>1</sup>                                                          |     |               |     |              |     |
| 25    | Treasure Island                                                                      |     |               |     |              |     |
| 25    | Treasure Island Owl <sup>1</sup>                                                     |     |               |     |              |     |
| 27    | Bryant                                                                               |     |               |     |              |     |
| 28    | 19th Ave                                                                             |     |               |     |              |     |
| 28R   | 19th Ave Rapid                                                                       |     |               |     |              |     |
| 29    | Sunset                                                                               |     |               |     |              |     |
| 30    | Stockton                                                                             |     |               |     |              |     |
| 30X   | Marina Express                                                                       | X   |               | X   |              | X   |
| 31    | Balboa                                                                               |     |               | X   |              |     |
| 31AX  | Balboa Express                                                                       | X   |               |     |              |     |
| 31BX  | Balboa Express                                                                       | X   |               |     |              |     |
| 33    | Ashbury-18th St                                                                      |     |               |     |              |     |
| 35    | Eureka                                                                               |     |               |     |              |     |
| 36    | Teresita                                                                             |     |               |     |              |     |
| 37    | Corbett                                                                              |     |               | X   |              | X   |
| 38    | Geary                                                                                |     |               |     |              |     |
| 38    | Geary Owl <sup>1</sup>                                                               |     |               |     |              |     |
| 38AX  | Geary Express                                                                        | X   |               |     |              |     |
| 38BX  | Geary Express                                                                        | X   |               |     |              |     |
| 38R   | Geary Rapid                                                                          |     |               |     |              | X   |
| 39    | Coit                                                                                 |     |               |     |              |     |
| 41    | Union                                                                                | X   |               |     |              |     |
| 43    | Masonic                                                                              |     |               |     |              |     |
| 44    | O'Shaughnessy                                                                        |     |               |     |              |     |
| 44    | O'Shaughnessy Owl <sup>1</sup>                                                       |     |               |     |              |     |
| 45    | Union-Stockton                                                                       |     |               |     |              |     |
| 47    | Van Ness                                                                             | X   |               |     |              |     |
| 48    | Quintara-24th St                                                                     |     |               |     |              |     |
| 48    | Quintara Owl <sup>1</sup>                                                            |     |               |     |              |     |
| 49    | Van Ness-Mission                                                                     |     |               | X   |              |     |
| 52    | Excelsior                                                                            |     |               |     |              |     |
| 54    | Felton                                                                               |     |               |     |              |     |

| Route | Meets Major Service Change Criteria with Service Decrease “(−)” or Increase “(+)” |     |               |     |              |     |
|-------|-----------------------------------------------------------------------------------|-----|---------------|-----|--------------|-----|
|       | Route-Miles                                                                       |     | Revenue Hours |     | Service Span |     |
|       | (−)                                                                               | (+) | (−)           | (+) | (−)          | (+) |
| 55    | 16th St (55 Dogpatch)                                                             |     |               |     |              |     |
| 56    | Rutland                                                                           |     |               |     |              |     |
| 57    | Parkmerced                                                                        | X   |               | X   |              |     |
| 58    | Lake Merced                                                                       |     | X             |     |              |     |
| 66    | Quintara                                                                          |     |               |     |              |     |
| 67    | Bernal Heights                                                                    |     |               |     |              |     |
| 76X   | Marin Headlands Express <sup>1</sup>                                              |     |               |     |              |     |
| 81X   | Caltrain Express <sup>1</sup>                                                     |     |               |     |              |     |
| 82X   | Levi's Plaza Express <sup>1</sup>                                                 |     |               |     |              |     |
| 83X   | Mid-Market Express <sup>2</sup>                                                   |     |               |     |              |     |
| 88    | BART Shuttle <sup>1</sup>                                                         |     |               |     |              |     |
| 90    | San Bruno Owl <sup>1</sup>                                                        |     |               |     |              |     |
| 91    | 3rd St/19th Ave <sup>1</sup>                                                      |     |               |     |              |     |
| 59    | Powell-Mason Cable Car                                                            |     |               | X   |              |     |
| 60    | Powell-Hyde Cable Car                                                             |     |               | X   |              | X   |
| 61    | California St Cable Car                                                           |     |               | X   |              | X   |
| E     | Embarcadero                                                                       | X   |               |     |              |     |
| F     | Market & Wharves                                                                  |     |               | X   |              | X   |
| J     | Church                                                                            |     |               |     |              |     |
| KT    | Ingleside/Third St                                                                |     |               |     |              |     |
| L     | Taraval                                                                           |     |               |     | X            |     |
| L     | Taraval Owl <sup>1</sup>                                                          |     |               |     |              |     |
| M     | Oceanview                                                                         |     |               |     |              |     |
| N     | Judah                                                                             |     |               |     |              |     |
| N     | Judah Owl <sup>1</sup>                                                            |     |               |     |              |     |
| NX    | Judah Express                                                                     | X   |               |     |              |     |

Notes:

- <sup>1</sup> This route had fewer than the 25 one-way trips in March 2020. One of the SFMTA’s Major Service Change criteria is that routes have 25 or more one-way trips.

- <sup>2</sup> The suspension of the 83X is not included in this analysis as its elimination was approved through MTA Board Resolution No. 200407-036 on April 7, 2020.

#### 4.1 Full Route and Route Segment Suspensions (Service Decreases)

The proposed Winter 2022 Service Plan includes 17 suspensions, compared to the service that was in place in March 2020, that meet the SFMTA’s major service change criteria. These changes include 14 full routes and 3 additional route segments that are not in service. 11 of the 14 routes (79%) that are fully not in service are express or other routes that served pre-pandemic peak commute hours along corridors/alignments where the primary daytime route is in service. The route and route segment suspensions and the populations determined to be impacted by these changes are summarized in Table 3 and are shown in the maps in Figure 1 and Figure 2. Figure 1 also shows the Census Block groups where people of color make up an equal or larger proportion than in the city’s overall population. Figure 2 also shows the Census Block groups where people living in low-income households make up an equal or larger proportion than in the city’s overall population.

People of color make up 58% of the population who is considered impacted by the route and route segment suspensions and 59% of San Francisco’s overall population. Since the proportion of people

of color in the impacted population is not eight or more percentage points higher than in the citywide population, the route and route segment suspensions are found to not result in a disparate impact.

People living in low-income households make up 23% of the population who is considered impacted by the route and route suspensions and 21% of San Francisco's overall population. Since the proportion of people living in low-income households in the impacted population is not eight or more percentage points higher than in the citywide population, the route and route segment suspensions are found to not result in a disproportionate burden.

**Table 3: Route Suspensions – Proposed Winter 2022 Major Service Changes**

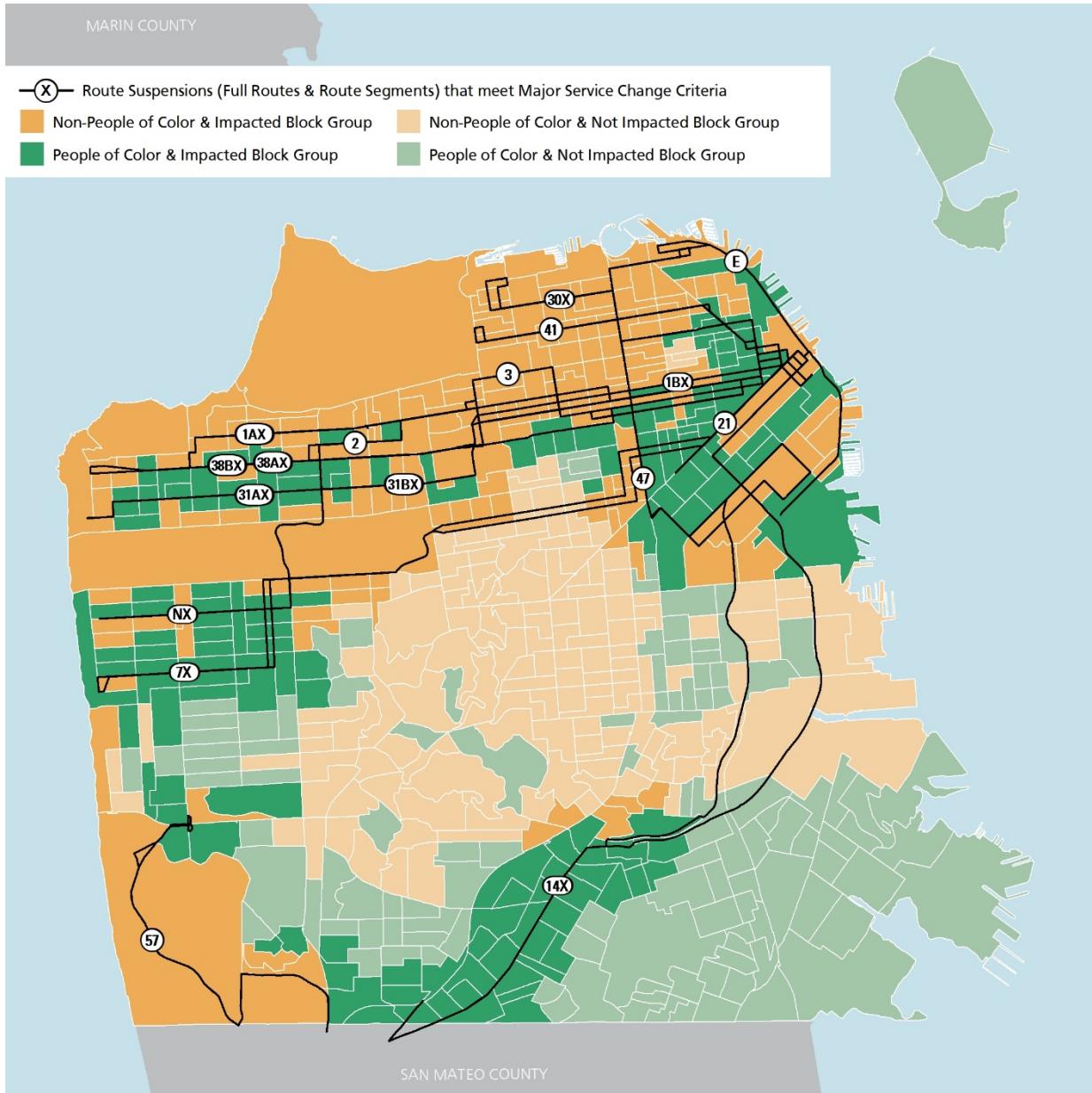
| Route                                                                                                        | Route-Miles % Change | Impacted Population (Within 0.25 Miles of a Stop) | % People of Color <sup>1</sup> | % Low-income <sup>1</sup> |
|--------------------------------------------------------------------------------------------------------------|----------------------|---------------------------------------------------|--------------------------------|---------------------------|
| <b>Route Segments</b>                                                                                        |                      |                                                   |                                |                           |
| 2                                                                                                            | Removed Segment      | -32%                                              | 24,948                         | 45%                       |
| 21                                                                                                           | Removed Segment      | -51%                                              | 69,979                         | 56%                       |
| 57                                                                                                           | Removed Segment      | -49%                                              | 12,989                         | 66%                       |
| <b>Full Routes</b>                                                                                           |                      |                                                   |                                |                           |
| 1AX                                                                                                          | California Express   | -100%                                             | 28,402                         | 54%                       |
| 1BX                                                                                                          | California Express   | -100%                                             | 30,267                         | 43%                       |
| 3                                                                                                            | Jackson              | -100%                                             | 68,367                         | 52%                       |
| 7X                                                                                                           | Noriega Express      | -100%                                             | 81,433                         | 65%                       |
| 14X                                                                                                          | Mission Express      | -100%                                             | 74,199                         | 82%                       |
| 30X                                                                                                          | Marina Express       | -100%                                             | 36,356                         | 45%                       |
| 31AX                                                                                                         | Balboa Express       | -100%                                             | 34,867                         | 62%                       |
| 31BX                                                                                                         | Balboa Express       | -100%                                             | 34,258                         | 56%                       |
| 38AX                                                                                                         | Geary Express        | -100%                                             | 24,184                         | 62%                       |
| 38BX                                                                                                         | Geary Express        | -100%                                             | 39,573                         | 57%                       |
| 41                                                                                                           | Union                | -100%                                             | 56,276                         | 48%                       |
| 47                                                                                                           | Van Ness             | -100%                                             | 74,094                         | 52%                       |
| E                                                                                                            | Embarcadero          | -100%                                             | 23,588                         | 54%                       |
| NX                                                                                                           | Judah Express        | -100%                                             | 28,514                         | 63%                       |
| Total Impacted Population (within 0.25 Miles) <sup>1, 2</sup>                                                |                      | 742,294                                           | 58%                            | 23%                       |
| Citywide Population <sup>1</sup>                                                                             |                      |                                                   | 59%                            | 21%                       |
| Difference in Percentage Points                                                                              |                      |                                                   | -1                             | +2                        |
| <b>Disparate Impact?</b><br>(Difference of 8 or more percentage points <u>higher</u> for service decreases?) |                      |                                                   | No                             |                           |
| <b>Disproportionate Burden?</b>                                                                              |                      |                                                   |                                | No                        |

| <b>Route</b>                                                                     | <b>Route-Miles % Change</b> | <b>Impacted Population (Within 0.25 Miles of a Stop)</b> | <b>% People of Color<sup>1</sup></b> | <b>% Low-income<sup>1</sup></b> |
|----------------------------------------------------------------------------------|-----------------------------|----------------------------------------------------------|--------------------------------------|---------------------------------|
| (Difference of 8 or more percentage points <u>higher</u> for service decreases?) |                             |                                                          |                                      |                                 |

Notes: <sup>1</sup> Data Source: U.S. Census Bureau 2015-2019 American Community Survey 5-year estimates

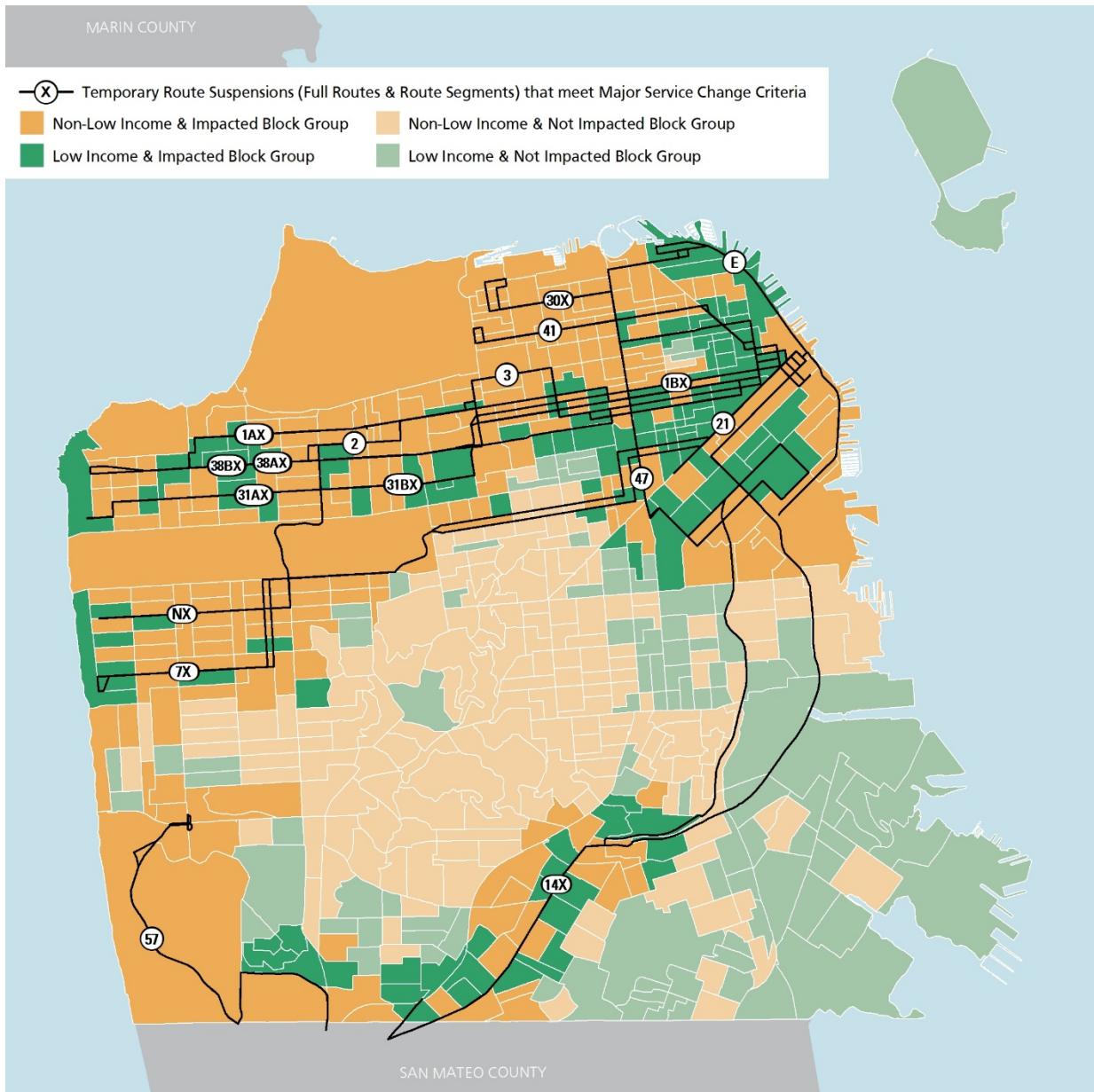
<sup>2</sup> Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area.

**Figure 2: Route Suspensions – Proposed Winter 2022 Major Service Changes & Analysis of Impact on People of Color**



- Notes:
- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city's overall population (59%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

**Figure 3: Route Suspensions – Proposed Winter 2022 Major Service Changes & Analysis of Impact on Low-income Population**



- Notes:
- **Low-Income Block Group:** Census Block Group where those living in low-income households make up an equal or greater proportion than in the city's overall population (21%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

#### 4.2 Full Route Additions (Service Increases)

The proposed Winter 2022 Service Plan includes two full route additions, compared to the service that was in place in March 2020, that meet the SFMTA's major service change criteria. The route additions and the populations determined to be impacted by these changes are summarized in Table 4 and are shown in the maps in Figure 3 and Figure 4. Figure 3 also shows the Census Block groups where people of color make up an equal or larger proportion than in the city's overall population. Figure 4 also shows the Census Block groups where people living in low-income households make up an equal or larger proportion than in the city's overall population.

People of color make up 80% of the population who is considered impacted by the route additions and 59% of San Francisco's overall population. Since the proportion of people of color in the impacted population is not eight or more percentage points lower than in the citywide population, the route additions are found to not result in a disparate impact.

People living in low-income households make up 31% of the population who is considered impacted by the route additions and 21% of San Francisco's overall population. Since the proportion of people living in low-income households in the impacted population is not eight or more percentage points lower than in the citywide population, the route additions are found to not result in a disproportionate burden.

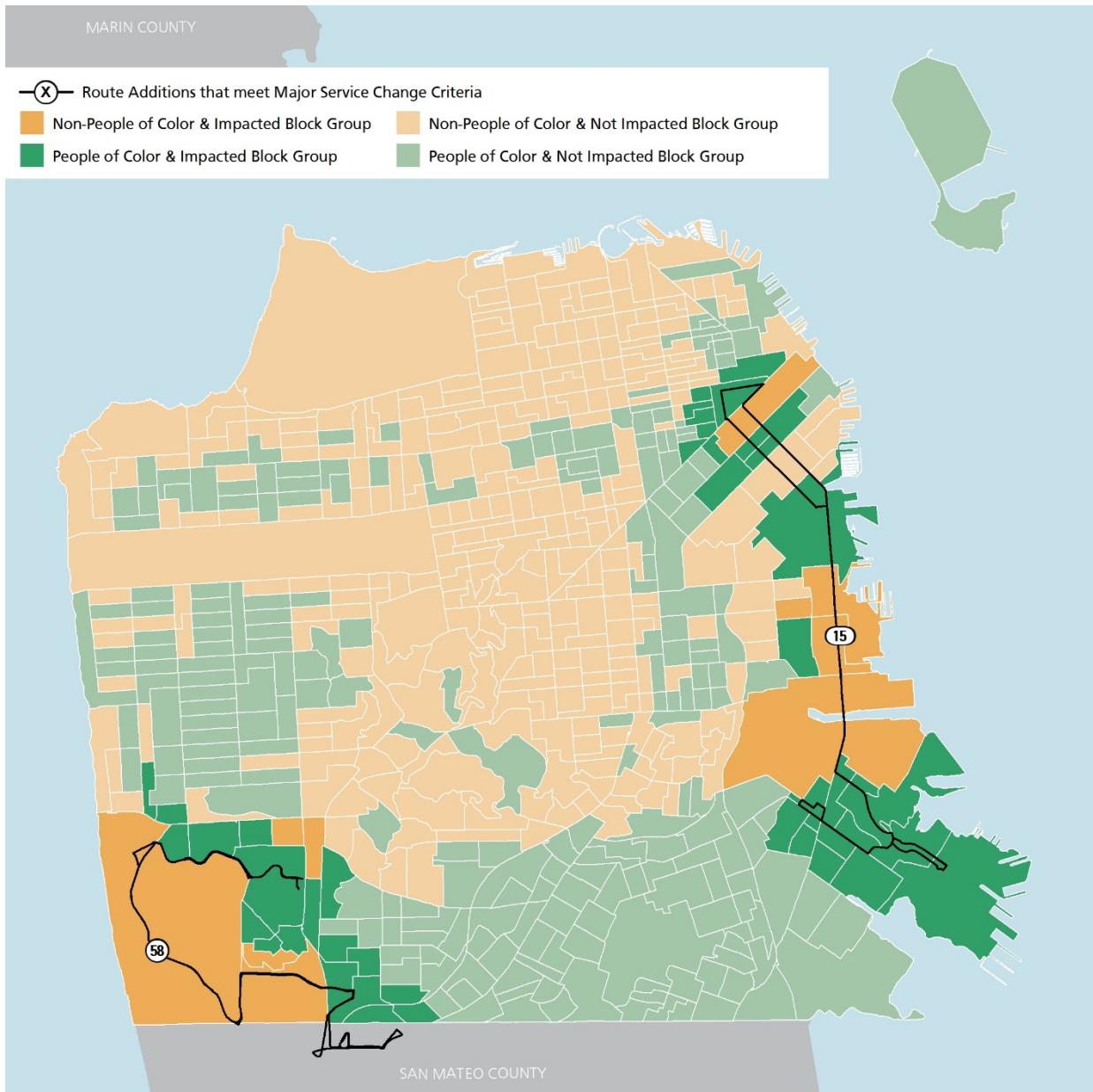
**Table 4: Route Additions – Proposed Winter 2022 Major Service Changes**

| Route                                                                                                              | Route-Miles % Change | Impacted Population (Within 0.25 Miles of a Stop) | % People of Color <sup>1</sup> | % Low-income <sup>1</sup> |
|--------------------------------------------------------------------------------------------------------------------|----------------------|---------------------------------------------------|--------------------------------|---------------------------|
| <b>Full Routes</b>                                                                                                 |                      |                                                   |                                |                           |
| 15                                                                                                                 | Hunters Pt Express   | 100%                                              | 24,249                         | 81%                       |
| 58                                                                                                                 | Lake Merced          | 100%                                              | 26,185                         | 79%                       |
| Total Impacted Population (within 0.25 Miles) <sup>1, 2</sup>                                                      |                      | 50,434                                            | 80%                            | 31%                       |
| Citywide Population <sup>1</sup>                                                                                   |                      |                                                   | 59%                            | 21%                       |
| Difference in Percentage Points                                                                                    |                      |                                                   | +21                            | +10                       |
| <b>Disparate Impact?</b><br>(Difference of 8 or more percentage points <u>lower</u> for service increases?)        |                      |                                                   | No                             |                           |
| <b>Disproportionate Burden?</b><br>(Difference of 8 or more percentage points <u>lower</u> for service increases?) |                      |                                                   |                                | No                        |

Notes: <sup>1</sup> Data Source: U.S. Census Bureau 2015–2019 American Community Survey 5-year estimates

<sup>2</sup> Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area.

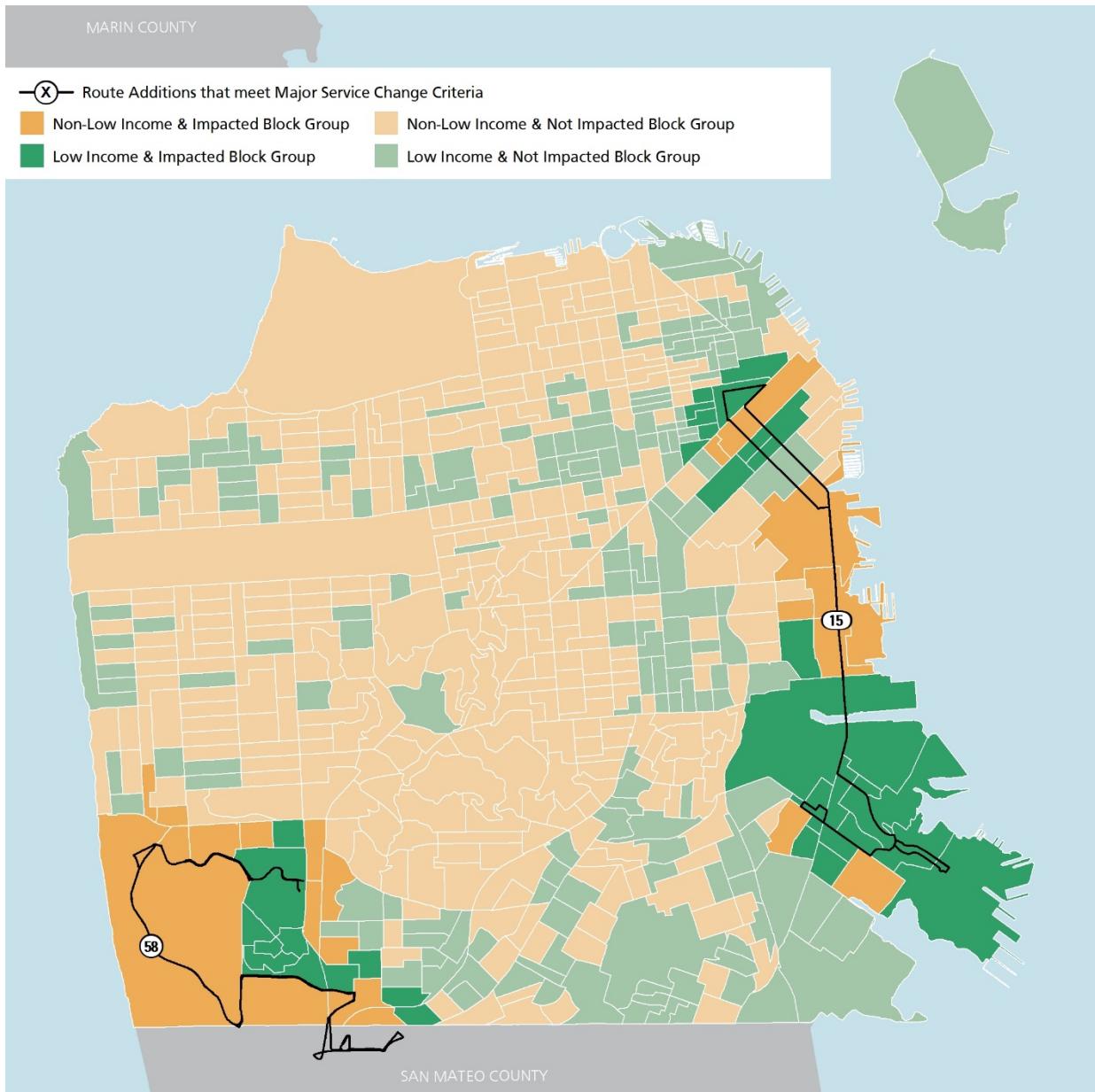
**Figure 4: Route Additions – Proposed Winter 2022 Major Service Changes & Analysis of Impact on People of Color**



Notes:

- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city's overall population (59%)
- **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

**Figure 5: Route Additions – Proposed Winter 2022 Major Service Changes & Analysis of Impact on Low-income Population**



- Notes:
- **Low-Income Block Group:** Census Block Group where those living in low-income households make up an equal or greater proportion than in the city's overall population (21%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

#### 4.3 Route-Level Revenue Service Hour Decreases

The proposed Winter 2022 Service Plan includes 13 route-level revenue service hour decreases, compared to the service that was in place in March 2020, that meet the SFMTA's major service change criteria. These route-level revenue service hour decreases and the populations determined to be impacted by these changes are summarized in Table 5 and are shown in the maps in Figure 5 and Figure 6. Figure 5 also shows the Census Block groups where people of color make up an equal or larger proportion than in the city's overall population. Figure 6 also shows the Census Block groups where people living in low-income households make up an equal or larger proportion than in the city's overall population.

People of color make up 58% of the population who is considered impacted by the revenue service hour decreases and 59% of San Francisco's overall population. Since the proportion of people of color in the impacted population is not eight or more percentage points higher than in the citywide population, the revenue service hour decreases are found to not result in a disparate impact.

People living in low-income households make up 27% of the population who is considered impacted by the revenue service hour decreases and 21% of San Francisco's overall population. Since the proportion of people living in low-income households in the impacted population is not eight or more percentage points higher than in the citywide population, the revenue service hour decreases are found to not result in a disproportionate burden.

*Table 5: Revenue Service Hour Decreases – Proposed Winter 2022 Major Service Changes*

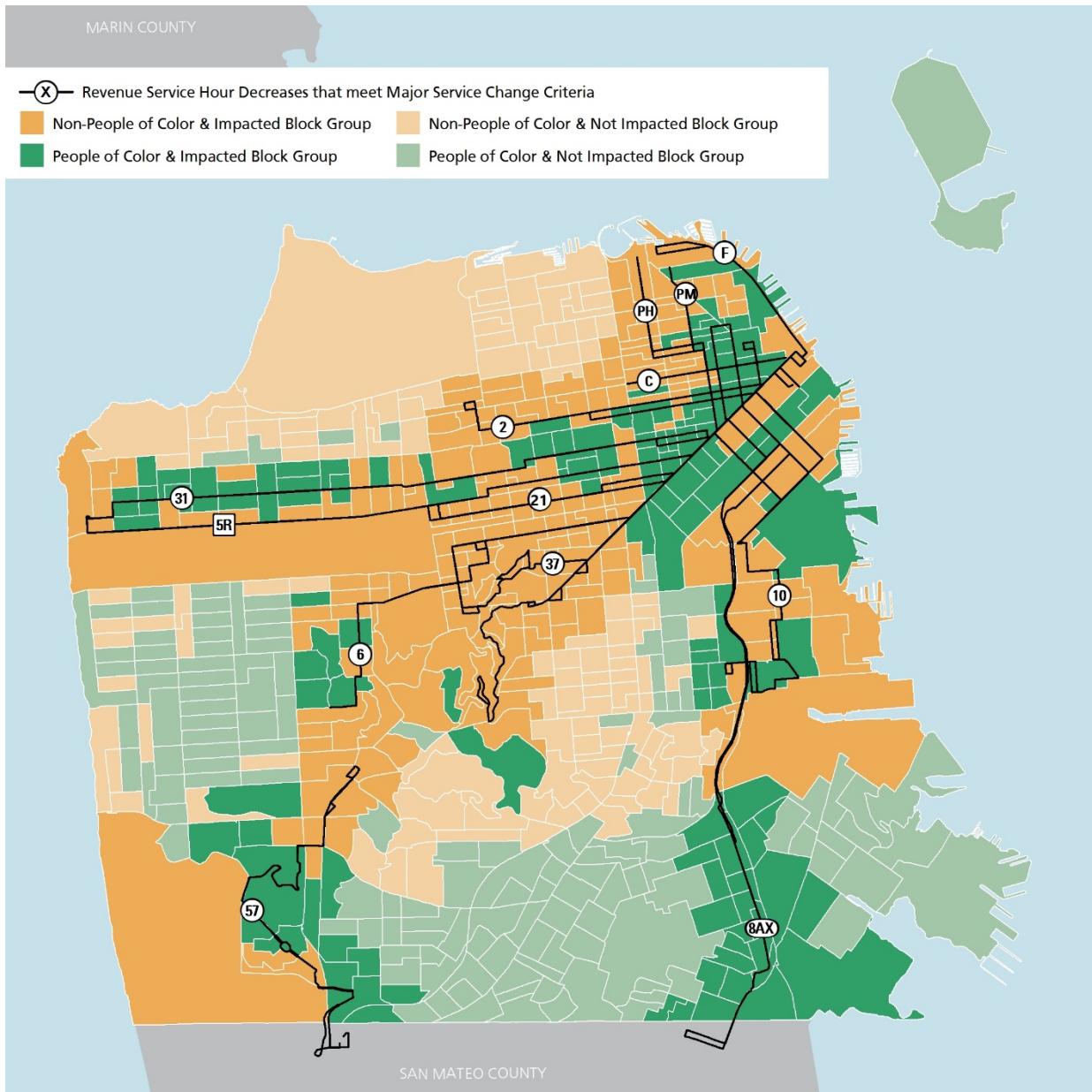
| Route                                                        |                               | Revenue Service Hour % Change | Impacted Population (Within 0.25 Miles of a Stop) | % People of Color <sup>1</sup> | % Low-income <sup>1</sup> |
|--------------------------------------------------------------|-------------------------------|-------------------------------|---------------------------------------------------|--------------------------------|---------------------------|
| 2                                                            | Sutter/Clement                | -43%                          | 66,560                                            | 54%                            | 26%                       |
| 5R                                                           | Fulton Rapid                  | -34%                          | 80,575                                            | 59%                            | 28%                       |
| 6                                                            | Parnassus                     | -43%                          | 87,986                                            | 51%                            | 22%                       |
| 8AX                                                          | Bayshore Express              | -36%                          | 63,774                                            | 78%                            | 37%                       |
| 10                                                           | Townsend                      | -28%                          | 40,753                                            | 61%                            | 27%                       |
| 21                                                           | Hayes                         | -59%                          | 50,401                                            | 50%                            | 22%                       |
| 31                                                           | Balboa                        | -36%                          | 122,477                                           | 62%                            | 29%                       |
| 37                                                           | Corbett                       | -25%                          | 49,557                                            | 32%                            | 13%                       |
| 57                                                           | Parkmerced                    | -41%                          | 27,747                                            | 69%                            | 26%                       |
| 59                                                           | PM Powell-Mason Cable Car     | -43%                          | 44,134                                            | 65%                            | 37%                       |
| 60                                                           | PH Powell-Hyde Cable Car      | -44%                          | 52,386                                            | 59%                            | 31%                       |
| 61                                                           | C California Street Cable Car | -36%                          | 38,359                                            | 57%                            | 26%                       |
| F                                                            | Market & Wharves              | -37%                          | 62,063                                            | 57%                            | 29%                       |
| Total Impacted Population (within 0.25 Miles) <sup>1,2</sup> |                               |                               | 786,773                                           | 58%                            | 27%                       |
| Citywide Population <sup>1</sup>                             |                               |                               |                                                   | 59%                            | 21%                       |

| <b>Route</b>                                                                                                                | <b>Revenue Service Hour % Change</b> | <b>Impacted Population (Within 0.25 Miles of a Stop)</b> | <b>% People of Color<sup>1</sup></b> | <b>% Low-income<sup>1</sup></b> |
|-----------------------------------------------------------------------------------------------------------------------------|--------------------------------------|----------------------------------------------------------|--------------------------------------|---------------------------------|
| Difference in Percentage Points                                                                                             |                                      |                                                          | -1                                   | +6                              |
| <b>Disparate Impact?</b><br>(Difference of 8 or more percentage points <u>higher</u> for service <u>decreases</u> ?)        |                                      |                                                          | No                                   |                                 |
| <b>Disproportionate Burden?</b><br>(Difference of 8 or more percentage points <u>higher</u> for service <u>decreases</u> ?) |                                      |                                                          |                                      | No                              |

Notes: <sup>1</sup> Data Source: U.S. Census Bureau 2015-2019 American Community Survey 5-year estimates

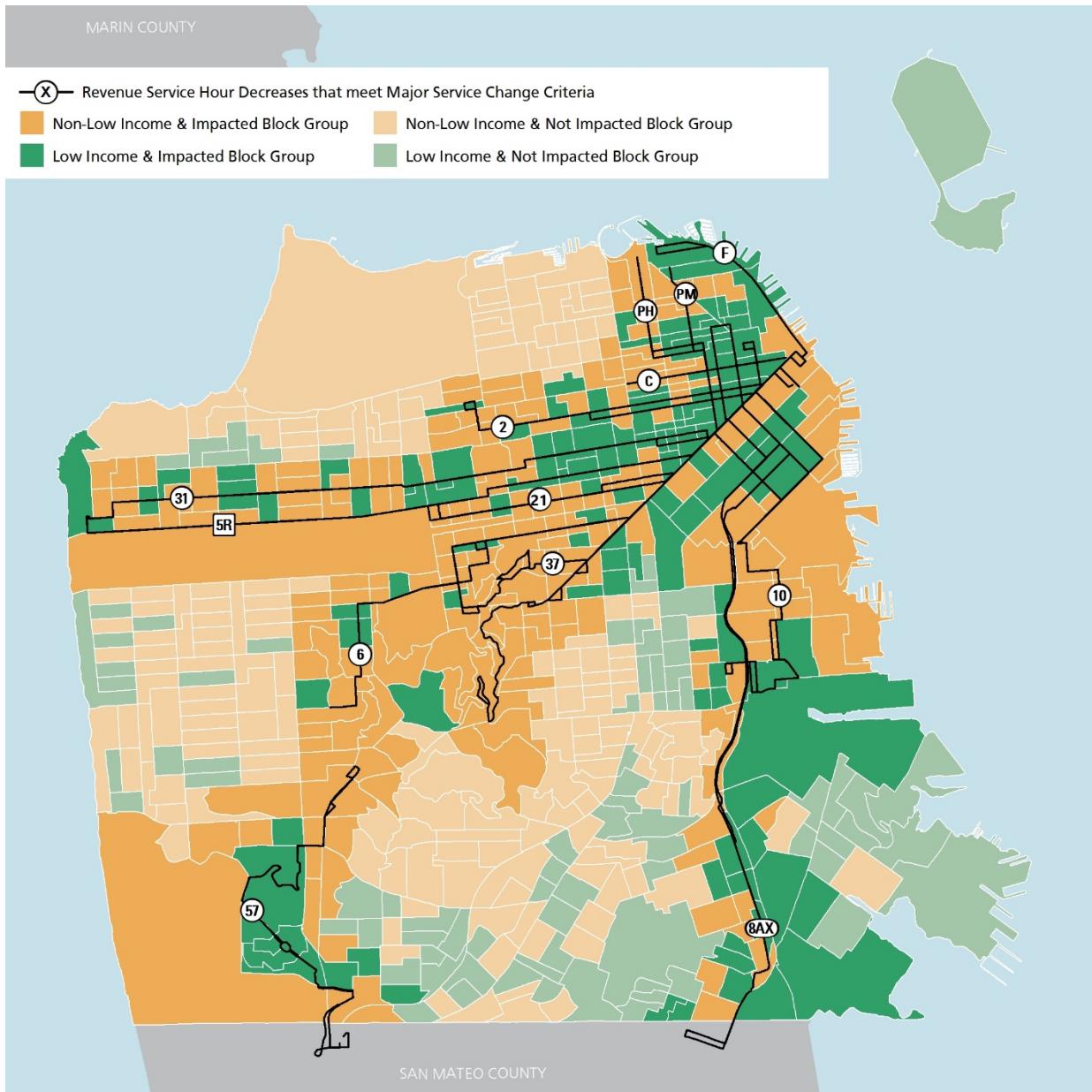
<sup>2</sup> Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area.

**Figure 6: Revenue Service Hour Decreases – Proposed Winter 2022 Major Service Changes & Analysis of Impact on People of Color**



- Notes:
- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city's overall population (59%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

**Figure 7: Revenue Service Hour Decreases – Proposed Winter 2022 Major Service Changes & Analysis of Impact on Low-income Population**



- Notes:
- **Low-Income Block Group:** Census Block Group where those living in low-income households make up an equal or greater proportion than in the city's overall population (21%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

#### 4.4 Route-Level Revenue Service Hour Increases

The proposed Winter 2022 Service Plan includes five revenue service hour increases, compared to the service that was in place in March 2020, that meet the SFMTA's major service change criteria. These revenue service hour increases and the populations determined to be impacted by these changes are summarized in Table 6 and are shown in the maps in Figure 7 and Figure 8. Figure 7 also shows the Census Block groups where people of color make up an equal or larger proportion than in the city's overall population. Figure 8 also shows the Census Block groups where people living in low-income households make up an equal or larger proportion than in the city's overall population.

People of color make up 63% of the population who is considered impacted by the revenue service hour increases and 59% of San Francisco's overall population. Since the proportion of people of color in the impacted population is not eight or more percentage points lower than in the citywide population, the revenue service hour increases are found to not result in a disparate impact.

People living in low-income households make up 25% of the population who is considered impacted by the revenue service hour increases and 21% of San Francisco's overall population. Since the proportion of people living in low-income households in the impacted population is not eight or more percentage points lower than in the citywide population, the revenue service hour increases are found to not result in a disproportionate burden.

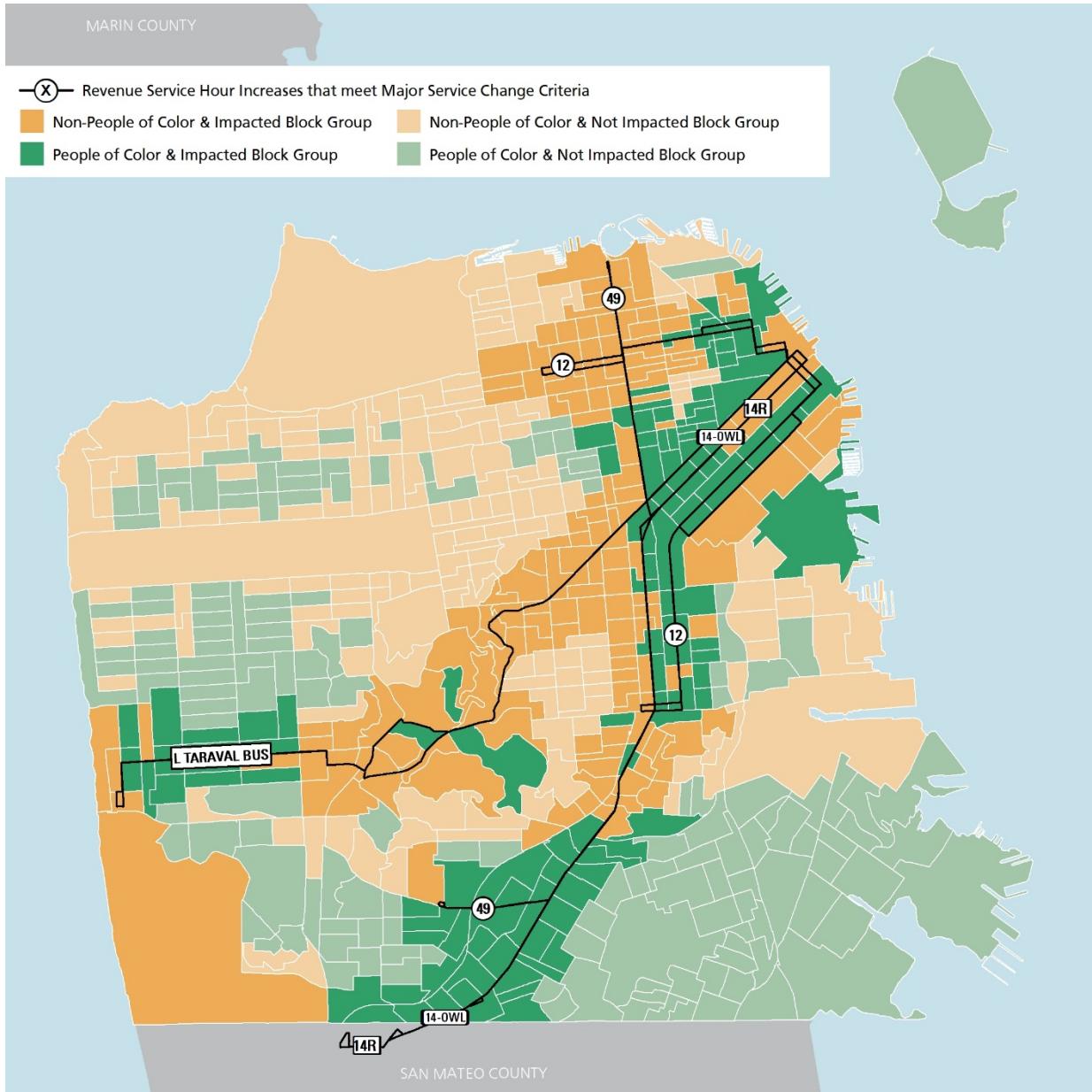
**Table 6: Revenue Service Hour Increases – Proposed Winter 2022 Major Service Changes**

| Route                                                                                                              | Revenue Service Hour % Change | Impacted Population (Within 0.25 Miles of a Stop) | % People of Color <sup>1</sup> | % Low-income <sup>1</sup> |
|--------------------------------------------------------------------------------------------------------------------|-------------------------------|---------------------------------------------------|--------------------------------|---------------------------|
| 12                                                                                                                 | Folsom-Pacific                | 69%                                               | 116,849                        | 59%                       |
| 14                                                                                                                 | Mission Owl                   | 101%                                              | 121,439                        | 71%                       |
| 14R                                                                                                                | Mission Rapid                 | 36%                                               | 102,655                        | 72%                       |
| 49                                                                                                                 | Van Ness-Mission              | 58%                                               | 119,633                        | 57%                       |
| L                                                                                                                  | Taraval                       | 39%                                               | 89,261                         | 58%                       |
| Total Impacted Population (within 0.25 Miles) <sup>1,2</sup>                                                       |                               | 549,837                                           | 63%                            | 25%                       |
| Citywide Population <sup>1</sup>                                                                                   |                               |                                                   | 59%                            | 21%                       |
| Difference in Percentage Points                                                                                    |                               |                                                   | +4                             | +4                        |
| <b>Disparate Impact?</b><br>(Difference of 8 or more percentage points <u>lower</u> for service increases?)        |                               |                                                   | No                             |                           |
| <b>Disproportionate Burden?</b><br>(Difference of 8 or more percentage points <u>lower</u> for service increases?) |                               |                                                   |                                | No                        |

Notes: <sup>1</sup> Data Source: U.S. Census Bureau 2015-2019 American Community Survey 5-year estimates

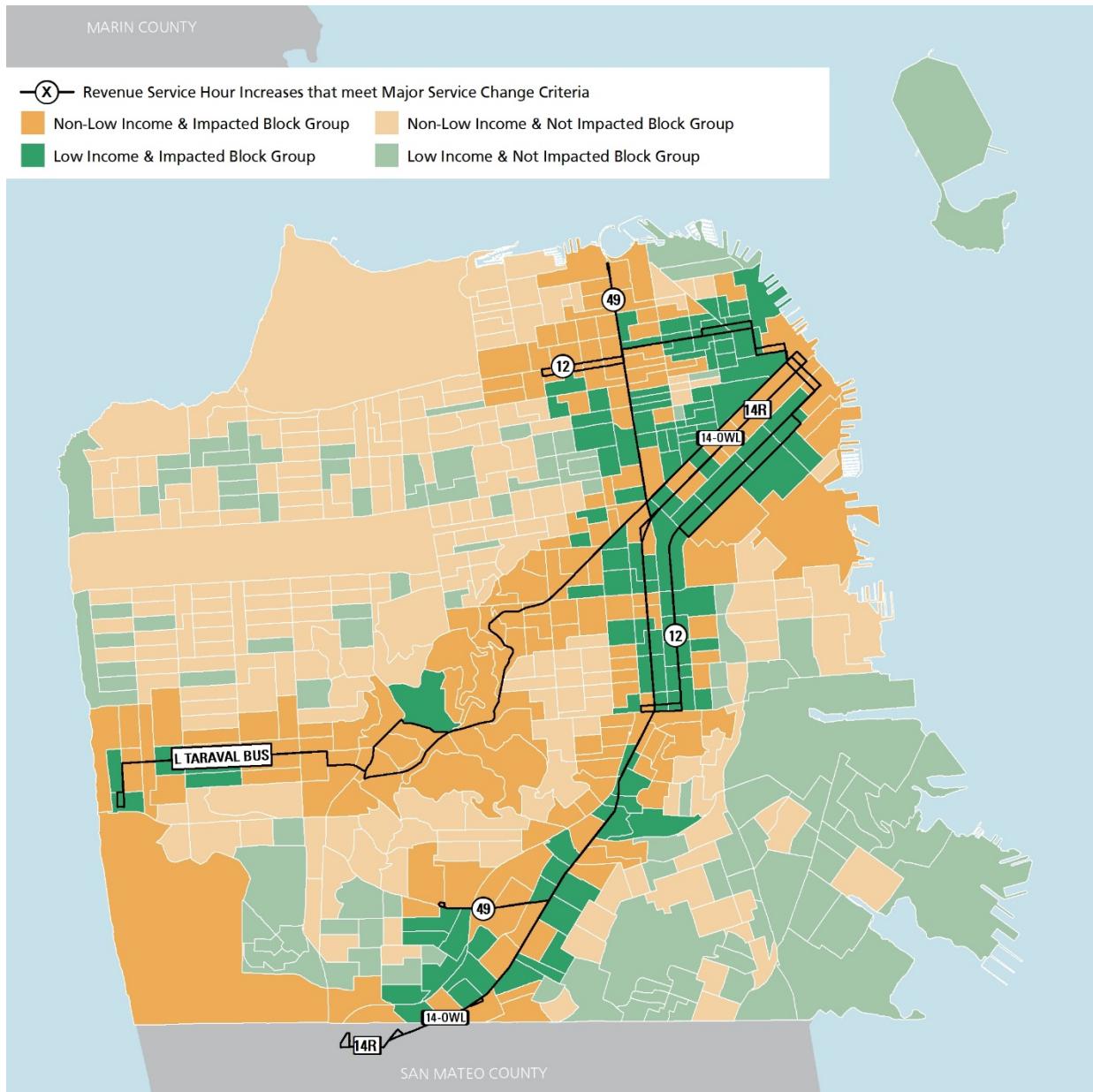
<sup>2</sup> Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area.

**Figure 8: Revenue Service Hour Increases – Proposed Winter 2022 Major Service Changes & Analysis of Impact on People of Color**



- Notes:
- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city's overall population (59%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

**Figure 9: Revenue Service Hour Increases – Proposed Winter 2022 Major Service Changes & Analysis of Impact on Low-income Population**



- Notes:
- **Low-Income Block Group:** Census Block Group where those living in low-income households make up an equal or greater proportion than in the city's overall population (21%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

#### 4.5 Route-Level Daily Service Span Decreases

The proposed Winter 2022 Service Plan includes nine route-level daily service span decreases (on a total of five routes), compared to the service that was in place in March 2020, that meet the SFMTA's major service change criteria. These route-level daily service span decreases and the populations determined to be impacted by these changes are summarized in Table 7 and are shown in the maps in Figure 9 and Figure 10. Figure 9 also shows the Census Block groups where people of color make up an equal or larger proportion than in the city's overall population. Figure 10 also shows the Census Block groups where people living in low-income households make up an equal or larger proportion than in the city's overall population.

People of color make up 55% of the population who is considered impacted by the daily service span decreases and 59% of San Francisco's overall population. Since the proportion of people of color in the impacted population is not eight or more percentage points higher than in the citywide population, the daily service span decreases are found to not result in a disparate impact.

People living in low-income households make up 27% of the population who is considered impacted by the daily service span decreases and 21% of San Francisco's overall population. Since the proportion of people living in low-income households in the impacted population is not eight or more percentage points higher than in the citywide population, the daily service span decreases are found to not result in a disproportionate burden.

*Table 7: Daily Service Span Decreases – Proposed Winter 2022 Major Service Changes*

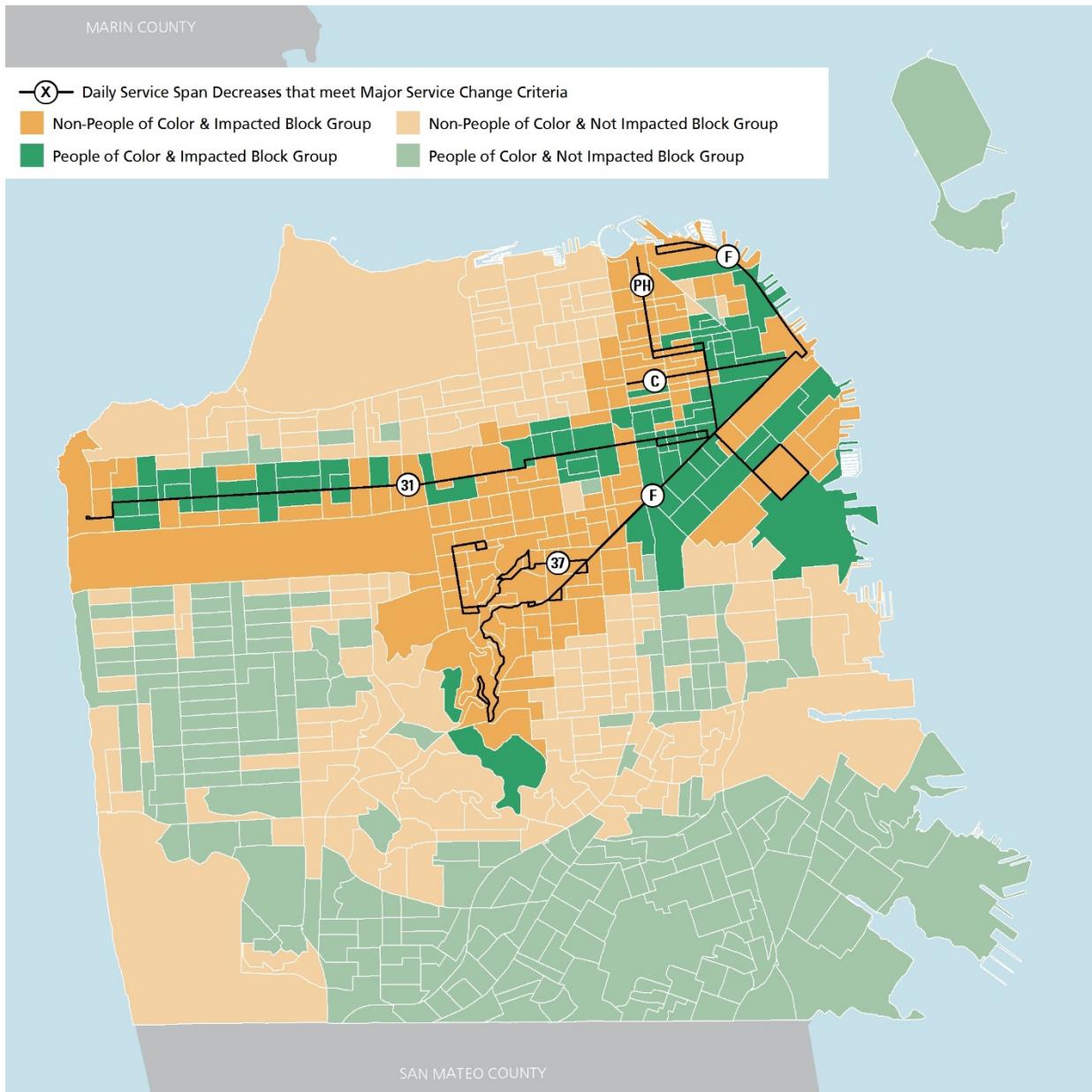
| Route                                                         | Change in Daily Service Span (Hours) | Impacted Population (Within 0.25 Miles of a Stop) | % People of Color <sup>1</sup> | % Low-income <sup>1</sup> |
|---------------------------------------------------------------|--------------------------------------|---------------------------------------------------|--------------------------------|---------------------------|
| <b>Weekday</b>                                                |                                      |                                                   |                                |                           |
| 31                                                            | Balboa                               | -3.25                                             | 122,477                        | 62%                       |
| 60                                                            | PH Powell-Hyde Cable Car             | -4.25                                             | 52,386                         | 59%                       |
| 61                                                            | C California St Cable Car            | -3.00                                             | 38,359                         | 57%                       |
| F                                                             | Market & Wharves                     | -5.75                                             | 62,063                         | 57%                       |
| <b>Weekend</b>                                                |                                      |                                                   |                                |                           |
| 31                                                            | Balboa                               | -3.00                                             | 2                              | 2                         |
| 37                                                            | Corbett                              | -3.50                                             | 49,557                         | 32%                       |
| 60                                                            | PH Powell-Hyde Cable Car             | -4.25                                             | 2                              | 2                         |
| 61                                                            | C California St Cable Car            | -3.00                                             | 2                              | 2                         |
| F                                                             | Market & Wharves                     | -5.75                                             | 2                              | 2                         |
| Total Impacted Population (within 0.25 Miles) <sup>1, 2</sup> |                                      | 324,842                                           | 55%                            | 27%                       |
| Citywide Population <sup>1</sup>                              |                                      |                                                   | 59%                            | 21%                       |
| Difference in Percentage Points                               |                                      |                                                   | -4                             | +6                        |
| <b>Disparate Impact?</b>                                      |                                      |                                                   | <b>No</b>                      |                           |

| <b>Route</b>                                                                                                        | <b>Change in Daily Service Span (Hours)</b> | <b>Impacted Population (Within 0.25 Miles of a Stop)</b> | <b>% People of Color<sup>1</sup></b> | <b>% Low-income<sup>1</sup></b> |
|---------------------------------------------------------------------------------------------------------------------|---------------------------------------------|----------------------------------------------------------|--------------------------------------|---------------------------------|
| (Difference of 8 or more percentage points <u>higher</u> for service decreases?)                                    |                                             |                                                          |                                      |                                 |
| <b>Disproportionate Burden?</b><br>(Difference of 8 or more percentage points <u>higher</u> for service decreases?) |                                             |                                                          |                                      | <b>No</b>                       |

Notes: <sup>1</sup> Data Source: U.S. Census Bureau 2015-2019 American Community Survey 5-year estimates

<sup>2</sup> Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area. For routes where the service span change met the major service change criteria for both the weekday and the weekend, the population impacted by the change was counted once since the changes are occurring on the same route.

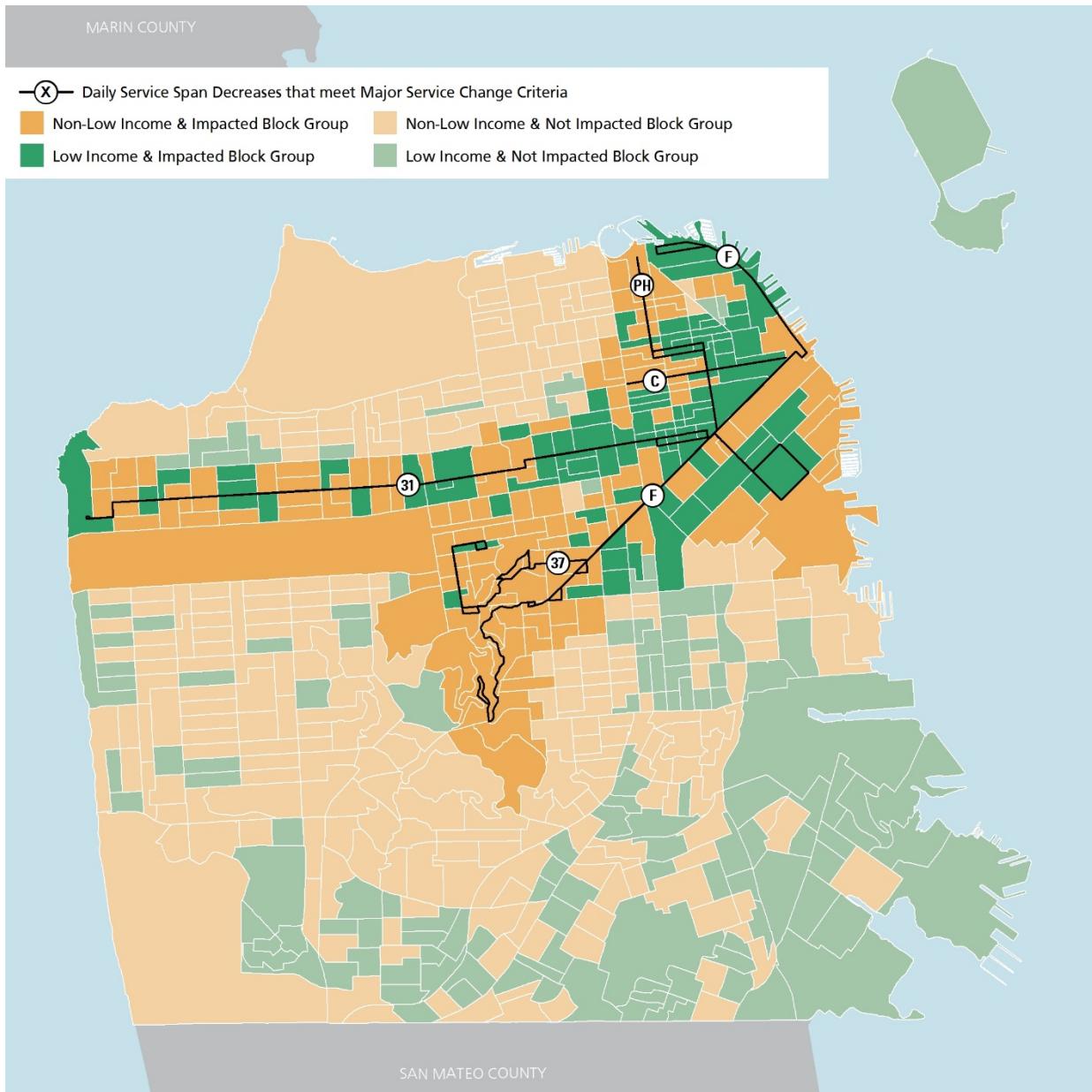
**Figure 10: Daily Service Span Decreases – Proposed Winter 2022 Major Service Changes & Analysis of Impact on People of Color**



Notes:

- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city's overall population (59%)
- **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

**Figure 11: Daily Service Span Decreases – Proposed Winter 2022 Major Service Changes & Analysis of Impact on Low-income Population**



- Notes:
- **Low-Income Block Group:** Census Block Group where those living in low-income households make up an equal or greater proportion than in the city's overall population (21%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

#### 4.6 Route-Level Daily Service Span Increases

The proposed Winter 2022 Service Plan includes three route-level daily service span increases (on a total of two routes), compared to the service that was in place in March 2020, that meet the SFMTA's major service change criteria. These daily service span increases and the populations determined to be impacted by these changes are summarized in Table 8 and are shown in the maps in Figure 11 and Figure 12. Figure 11 also shows the Census Block groups where people of color make up an equal or larger proportion than in the city's overall population. Figure 12 also shows the Census Block groups where people living in low-income households make up an equal or larger proportion than in the city's overall population.

People of color make up 66% of the population who is considered impacted by the daily service span increases and 59% of San Francisco's overall population. Since the proportion of people of color in the impacted population is not eight or more percentage points lower than in the citywide population, the daily service span increases are found to not result in a disparate impact.

People living in low-income households make up 27% of the population who is considered impacted by the daily service span increases and 21% of San Francisco's overall population. Since the proportion of people living in low-income households in the impacted population is not eight or more percentage points lower than in the citywide population, the daily service span increases are found to not result in a disproportionate burden.

*Table 8: Daily Service Span Increases – Proposed Winter 2022 Major Service Changes*

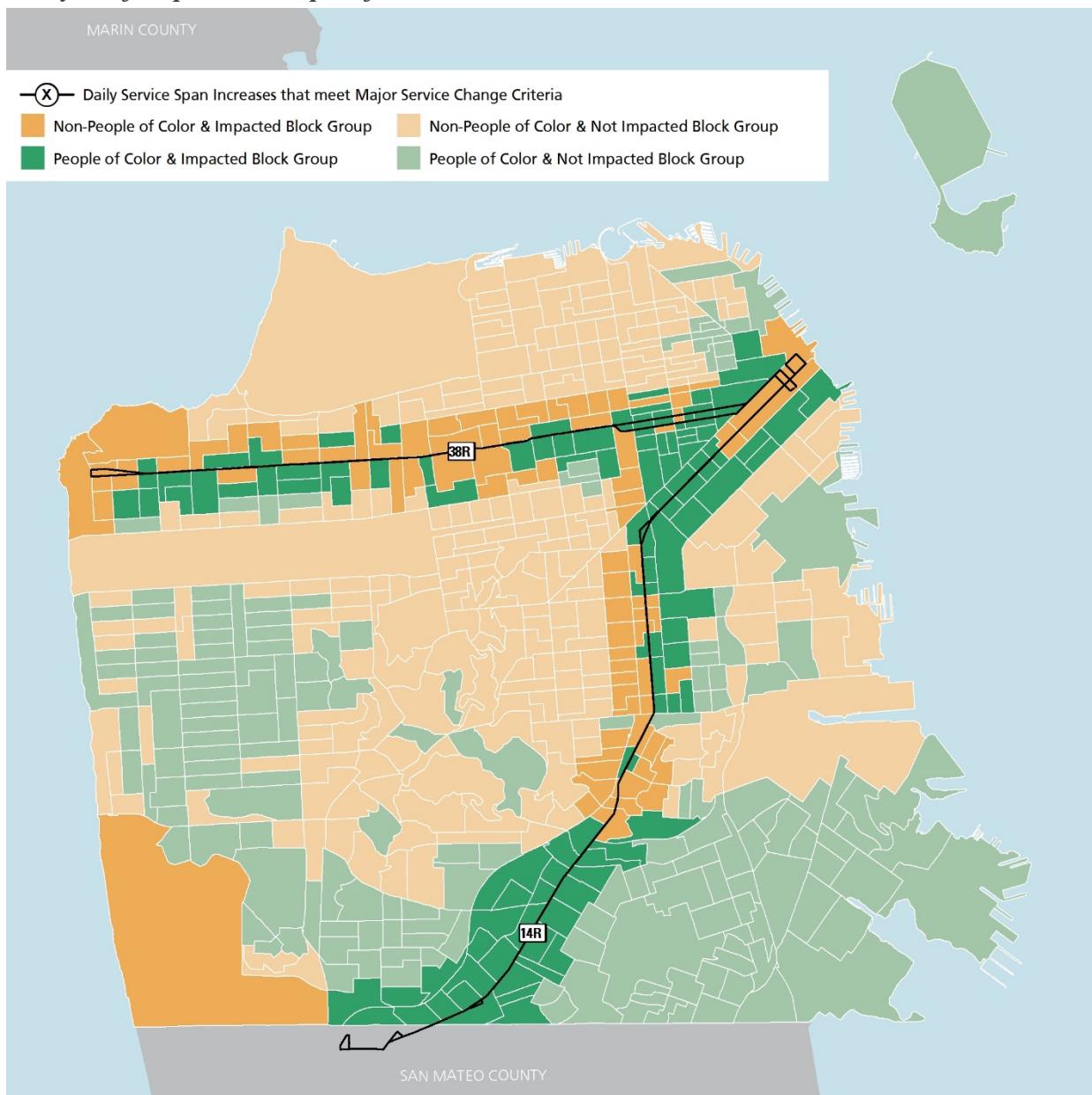
| Route                                                                                                              | Change in Daily Service Span (Hours) | Impacted Population (Within 0.25 Miles of a Stop) | % People of Color <sup>1</sup> | % Low-income <sup>1</sup> |
|--------------------------------------------------------------------------------------------------------------------|--------------------------------------|---------------------------------------------------|--------------------------------|---------------------------|
| <b>Weekday</b>                                                                                                     |                                      |                                                   |                                |                           |
| 14R                                                                                                                | Mission Rapid                        | 3.75                                              | 102,655                        | 72%                       |
| <b>Weekend</b>                                                                                                     |                                      |                                                   |                                |                           |
| 14R                                                                                                                | Mission Rapid                        | 6.25                                              | 2                              | 2                         |
| 38R                                                                                                                | Geary Rapid                          | 6.00                                              | 101,667                        | 60%                       |
| Total Impacted Population (within 0.25 Miles) <sup>1, 2</sup>                                                      |                                      | 204,322                                           | 66%                            | 27%                       |
| Citywide Population <sup>1</sup>                                                                                   |                                      |                                                   | 59%                            | 21%                       |
| Difference in Percentage Points                                                                                    |                                      |                                                   | +7                             | +6                        |
| <b>Disparate Impact?</b><br>(Difference of 8 or more percentage points <u>lower</u> for service increases?)        |                                      |                                                   | No                             |                           |
| <b>Disproportionate Burden?</b><br>(Difference of 8 or more percentage points <u>lower</u> for service increases?) |                                      |                                                   |                                | No                        |

Notes: <sup>1</sup> Data Source: U.S. Census Bureau 2015-2019 American Community Survey 5-year estimates

<sup>2</sup> Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area. For routes where the service span change met the major service

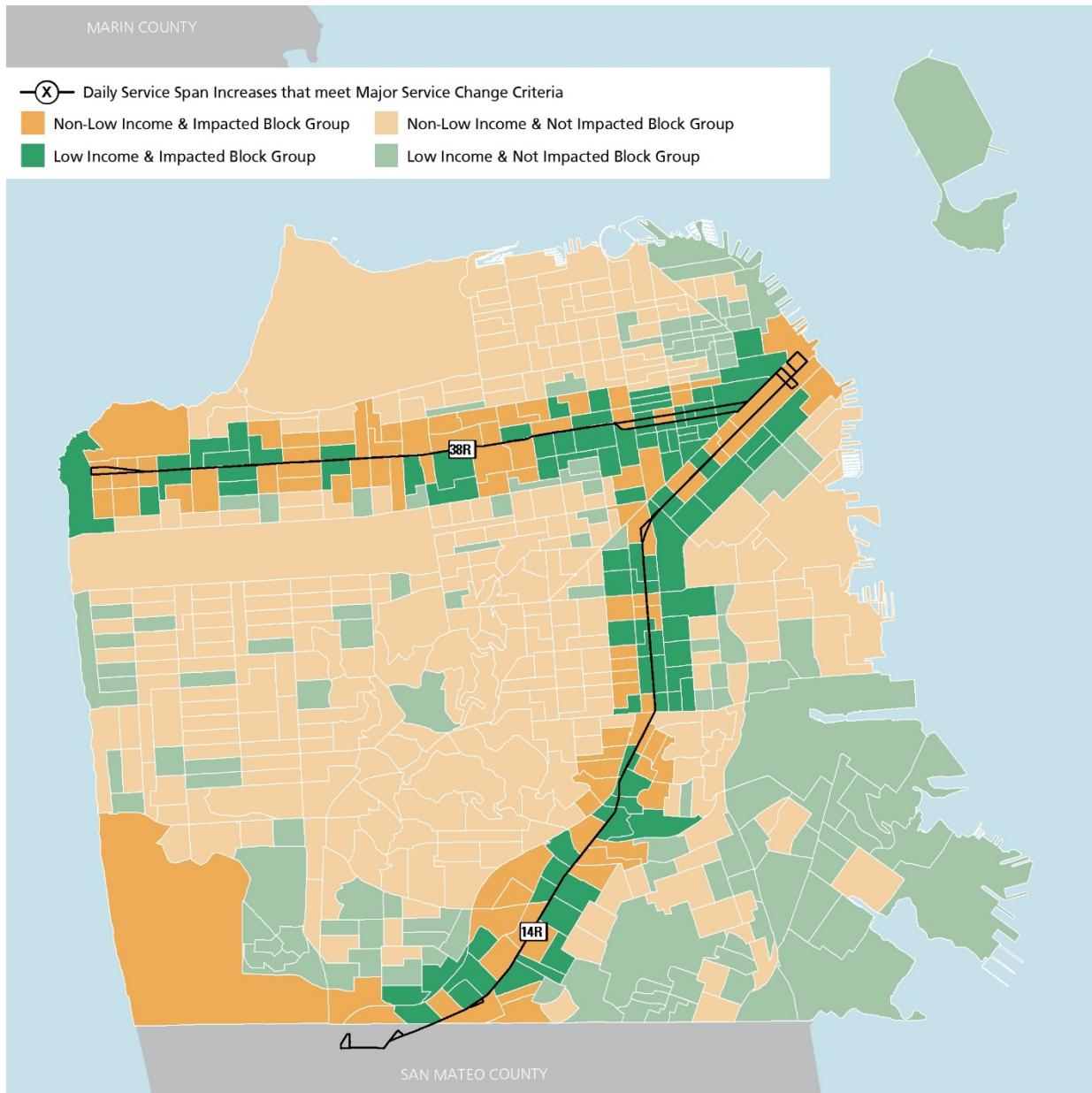
change criteria for both the weekday and the weekend, the population impacted by the change was counted once since the changes are occurring on the same route.

**Figure 12: Daily Service Span Increases – Proposed Winter 2022 Major Service Changes & Analysis of Impact on People of Color**



- Notes:
- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city's overall population (59%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

**Figure 13: Daily Service Span Increases – Proposed Winter 2022 Major Service Changes & Analysis of Impact on Low-income Population**



- Notes:
- **Low-Income Block Group:** Census Block Group where those living in low-income households make up an equal or greater proportion than in the city's overall population (21%)
  - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

#### 4.7 Summary Analysis and Findings

The proposed Winter 2022 Service Plan includes route suspensions, route additions, frequency changes, and service span changes compared to the service that was in place in the beginning of March 2020. With these changes, the scheduled systemwide revenue service hours are estimated to be 7% less than what was in service in March 2020 – this meets the systemwide major service change criteria.

The system changes were then broken down and analyzed at the route level. Changes that met the route-level major service change criteria were grouped by major service change category and analyzed to determine if each category of changes cumulatively indicated a disparate impact on communities of color or a disproportionate burden on low-income populations.

For major service change categories that resulted in service decreases, the proportion of people of color and the proportion of individuals living in low-income households in the impacted population were not eight or more percentage points higher than the respective proportions of the citywide population.

For major service change categories that resulted in service increases, the proportion of people of color and the proportion of individuals living in low-income households in the impacted population were not 8 or more percentage points lower than the respective proportions of the citywide population.

These results indicate that no disparate impact or disproportionate burden is found. These findings are summarized in Table 9.

*Table 9: Summary of Impacted Population and Findings for Service Equity Analysis*

| Major Service Change Type        | % People of Color <sup>1</sup><br>(% of impacted population) | % Difference from Citywide Population | Disparate Impact? | % Low-income <sup>1</sup><br>(% of impacted population) | % Difference from Citywide Population | Disproportionate Burden? |
|----------------------------------|--------------------------------------------------------------|---------------------------------------|-------------------|---------------------------------------------------------|---------------------------------------|--------------------------|
| <b>Decreases</b>                 |                                                              |                                       |                   |                                                         |                                       |                          |
| Route Miles                      | 58%                                                          | -1%                                   | No                | 23%                                                     | 2%                                    | No                       |
| Revenue Hours                    | 58%                                                          | -1%                                   | No                | 27%                                                     | 6%                                    | No                       |
| Service Span                     | 55%                                                          | -4%                                   | No                | 27%                                                     | 6%                                    | No                       |
| <b>Increases</b>                 |                                                              |                                       |                   |                                                         |                                       |                          |
| Route Miles                      | 80%                                                          | 21%                                   | No                | 31%                                                     | 10%                                   | No                       |
| Revenue Hours                    | 63%                                                          | 4%                                    | No                | 25%                                                     | 4%                                    | No                       |
| Service Span                     | 66%                                                          | 7%                                    | No                | 27%                                                     | 6%                                    | No                       |
| Citywide Population <sup>1</sup> | 59%                                                          |                                       |                   | 21%                                                     |                                       |                          |

Notes: <sup>1</sup> Data Source: U.S. Census Bureau 2015-2019 American Community Survey 5-year estimates

## 5 Outreach Summary

Pursuant to Title VI of the Civil Rights Act of 1964 and its implementing regulations, as well as state and local laws, the SFMTA takes responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of SFMTA's programs and activities for individuals regardless of race, color or national origin. Given the diversity of San Francisco and of Muni's ridership, the SFMTA is particularly committed to disseminating information that is accessible to individuals who may have a limited ability to read, write, or speak English.

At the start of the pandemic, the SFMTA had to make significant transit service reductions and to communicate rapidly changing service plans with the public, a range of communication methods were deployed to provide customers with accessible and up to date information. These included to the extent possible deploying multilingual ambassadors to target locations, providing multilingual information through signage at transit stops and onboard vehicle announcements and distributing information through a range of channels such as the SFMTA website, social media, and local media. As the SFMTA continues to recover from the pandemic, an extensive multilingual outreach plan was launched to solicit feedback and public comment from Muni customers and the larger community on what the next service changes, the Winter 2022 Service Plan, should look like.

Through the Winter 2022 outreach efforts, the SFMTA also adjusted outreach tools to the pandemic environment and developed new ways to engage with people.

### 5.1 Expanded Outreach Tools for Winter 2022 Service Plan

A webpage, SFMTA.com/2022Network, was created with the latest information on potential options for restoring service on seven all-day bus routes that are currently temporarily suspended and how to provide feedback on what the Winter 2022 Service Plan should be. The page was regularly updated in English, Spanish, Filipino, Chinese, Russian, Vietnamese and Arabic, and the URL was shared broadly via multilingual posters and emails, and via English-language blogs and social media. To help engage with customers further, the potential options were detailed in a StoryMap that lived on a consistent landing page on the SFMTA website (SFMTA.com/2022Network). The StoryMap was also offered in seven languages (English, Chinese, Spanish, Filipino, Russian, Vietnamese and Arabic).

Multiple outreach measures were undertaken to promote how the public could provide feedback on how best to restore Muni service in early 2022. With a goal of ensuring outreach was accessible to the widest possible audience, communications tools provided robust language access with most information offered in seven languages (English, Chinese, Spanish, Filipino, Russian, Vietnamese and Arabic) and used visuals, symbols, icons and maps where appropriate to improve accessibility.

To gather feedback on the three options for Winter 2022 Service Plan, the SFMTA deployed a multilingual survey that could be taken online or by calling an SFMTA-staffed hotline during business hours with on-demand interpretation services available if requested. The survey was advertised through multilingual posters at transit stops with information in six languages (English, Chinese, Spanish, Filipino, Russian and Vietnamese) and a notice of free language assistance in ten languages, as well as Muni alert emails in multiple languages. Opportunities for how to comment and provide additional feedback on the three options were provided in the Muni alert emails and on the

2022 Muni Service Network landing page.

To expand the reach of communications, multilingual paper surveys were distributed to more than fifty community-based organizations to provide an additional option for those without computer access to take the survey. Paper surveys were also available and administered at community festivals and pop-ups in public gathering spaces in neighborhoods identified by the Muni Service Equity Strategy. Over 4,500 survey responses were received with 4,400 taken in English, 190 in Chinese, 16 in Spanish, 10 in Russian, 2 in Arabic and 1 in Vietnamese.

Virtual Open Houses and Office Hours were held for the public to engage with SFMTA staff and ask questions about the different options being proposed. Presentations were given during the Open Houses to provide detailed explanations of the different options while the Office Hours allowed the public to drop-in to have their questions addressed by SFMTA staff. Both the Open Houses and Office Hours had interpretation services available if requested 48 hours in advance. Chinese, Spanish, Arabic and Filipino interpretations were requested and provided during the Open Houses.

Outside of the Winter 2022 Service Plan outreach efforts, the SFMTA received Customer Service Reports through 311 and the TellMuni@SFMTA.com email account requesting service restoration for specific routes to expand access to various parts of San Francisco. To supplement this feedback, comments on blogs posted on the SFMTA website and on the SFMTA's Twitter account were also tracked.

Staff also held numerous meetings with various advocacy groups, District Supervisors' offices and members of business, merchant and neighborhood groups. The groups that were engaged included Senior and Disability Action, the SFMTA's Multimodal Accessibility Advisory Committee, Walk San Francisco, the San Francisco Bicycle Coalition, West Portal Merchants, Chinatown Community Development Center, Castro Merchants, Bayview Working Group and the San Francisco Transit Riders.

## 5.2 Stakeholder Feedback

Through the outreach efforts, feedback was received from customers in every San Francisco neighborhood. Below are some examples of how feedback that was gathered shaped and informed the Winter 2022 Service Plan.

Customer feedback from customers in the Tenderloin, Japantown, and the Richmond districts showed that people with disabilities and seniors value shorter distances to stops and rely on Muni to make connections from Japantown to the Jewish Community Center for meals and to shop on Clement Street. Based on this feedback, the original proposal was modified to include restoration of the 2 Clement with a truncated route from the Ferry Building to the Jewish Community Center.

Connections to Caltrain and between Potrero Hill and the Financial District were deemed valuable by customers, as was returning service to 5th Street where low-income seniors need connections to social services. To provide these connections, the service plan includes proposed changes to the current alignments of the 12 Folsom/Pacific long line and short line as well as a reroute of the 31

Balboa to Caltrain via 5th Street.

The need for seniors and people with disabilities to have easy access to health care facilities like St. Mary's Hospital, SF General Hospital and UCSF's Parnassus Campus was heard by customers in multiple neighborhoods, including Hayes Valley, the Western Addition, the Haight, Golden Gate Heights and South of Market. Taking this need into consideration, the proposed service plan includes restoration of the 6 Haight/Parnassus from the Ferry Building to Quintara/14th Avenue, the 10 Townsend from SF General Hospital to the Transamerica Pyramid and the 21 Hayes from St. Mary's Hospital to the Main Library/Civic Center.

Restoring access to Fort Mason and the Presidio was seen as essential by customers since there are currently no Muni routes serving that area. Hearing the need to fill this gap, the proposed service plan includes restoring the segment of the 43 Masonic from Munich and Geneva to Fort Mason near the Marina Safeway. This would provide access to groceries, which was another important need heard from residents.

Overall public feedback received through the Winter 2022 Service Plan outreach efforts directly shaped and informed the final proposed service plan.

## 6 Summary

Based on the Title VI Service Equity Analysis conducted, the proposed Winter 2022 Service Plan is not found to disparately impact communities of color or disproportionately burden low-income populations when compared to transit service in effect in March 2020.



## MEMORANDUM

October 20, 2021

To: Jeffrey Tumlin, Director, SFMTA  
From: Rich Hillis, Director, Planning Department  
Re: J-Church Transfer Improvements and the Transportation Element

This memo responds to SFMTA's memo (September 27, 2021) requesting the Planning Department to consider if the J-Church Transfer Improvements project implements the Transportation Element of the General Plan and therefore meets California Vehicle Code Section 21101(f). That portion of state law states:

**Section 21101.** Local authorities, for these highways under their jurisdiction, may adopt rules and regulations by ordinance or resolution on the following matters: ... (f) Prohibiting entry to, or exit from, or both, from any street by means of island, curbs, traffic barriers, or other roadway design features to implement the circulation element of a general plan adopted pursuant to Article 6 (commencing with Section 65350) of Chapter 3 of Division 1 of Title 7 of the Government Code. The rules and regulations authorized by this subdivision shall be consistent with the responsibility of local government to provide for the health and safety of its citizens.

### Project Information

J-Church service was suspended along with all other Muni Metro lines at the beginning of the COVID-19 pandemic and returned on December 19, 2020, as a surface-only route. Having this line solely operate on streets was part of an effort to use the space in the Muni subway tunnel more efficiently and to provide more reliable service by reducing the number of individual trains entering and passing through the subway tunnel. With this change, the J-Church line terminates on Church Street at Duboce Avenue. Customers traveling downtown transferred to the K-Ingleside/T-Third Street at Church Station, M-Oceanview lines also at Church Station, or the N-Judah on Duboce Avenue at Church Street. Outbound travelers (i.e., those coming from downtown) would make the same connections in the reverse direction.

As part of these service changes, SFMTA implemented a series of temporary modifications through its J-Church Transfer Improvements project. These included moving the outbound J-Church stop at Church and Market Streets to the block immediately south of this intersection. As part of this change, wheelchair-accessible platforms were provided on either sides of Church Street and the southbound curb lane of Church Street between Market and 15th Streets was closed to through private vehicle traffic. Access to driveways and deliveries were maintained for residents and businesses, as well as for emergency vehicles. These changes were undertaken to prioritize the health and safety of Muni riders and to improve pedestrian accessibility and safety.

As a result of the J-Church Transfer Improvements project, Muni riders have experienced improved travel times and reliability. According to SFMTA, typical travel times for a passenger traveling inbound on the J-Church to

Embarcadero Station have declined by 10% during the AM peak period compared to pre-COVID, after accounting for the time to transfer from the J-line surface station to the underground Church Station. SFMTA also found that reliability has improved for Muni riders. Specifically, approximately 90% of both inbound and outbound trains arrived according to their planned headways, compared to 72% of outbound trains and 79% of inbound trains pre-COVID.

### **Planning Department's Findings**

The core of San Francisco's transportation system is a reliable, efficient transit network as well as a safe, well-connected bicycle and pedestrian network, especially in support of land use to accommodate planned and project growth. These values are enshrined in both the Transportation Element's policies as well as the City's Transit First policy, which is codified in Section 8A.115 of the City's Charter. The J-Church Transfer Improvements project makes changes aimed at achieving these policies and centered on transit passengers' access and safety.

One component of the project involves prohibiting through auto travel on the southbound lane of Church Street between 15th and Market Street. Closure of this street segment to through private vehicles would facilitate a new train platform wide enough to accommodate passengers, including an ADA-accessible platform. As this segment is designated a transit preferential street, the prohibition appropriately implements **Objective 20** of the Transportation Element: "Give first priority to improving transit service throughout the city, providing a convenient and efficient system as a preferable alternative to automobile use. Transit preferential streets should be established along major transit routes, and general traffic should be routed away from these streets wherever possible."

The Planning Department also finds that the project implements these other policies found in the Transportation Element:

**Policy 14.4:** Reduce congestion by encouraging alternatives to the single-occupant auto through the reservation of right-of-way and enhancement of other facilities dedicated to multiple modes of transportation... Creating necessary and appropriate facilities for transit, bicycles, carpools, pedestrians, and other modes often requires eliminating general traffic lanes and reducing capacity for single-occupant autos. This trade-off is often necessary to create attractive and efficient facilities to ensure safety, reduce congestion, improve neighborhood livability, and accommodate growth consistent with the Transit First policy.

**Policy 20.1:** Give priority to transit vehicles based on a rational classification system of transit preferential streets.

**Policy 20.4:** Develop transit centers according to established guidelines... Transit centers should address both pedestrian and transit needs and be designed to reinforce the link and interdependence between the surrounding neighborhood and the transit system.

**Policy 22.3:** Guarantee complete and comprehensive transit service and facilities that are accessible to all riders, including those with mobility impairments.

Given these findings, the Planning Department has determined that the J-Church Improvements project implements the above stated objectives and policies of the General Plan's Transportation Element.

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS

RESOLUTION No. 211207-147

WHEREAS, At the start of the pandemic, the SFMTA made significant transit service reductions. Since March 2020, the SFMTA incrementally restored service to a level where 98 percent of San Franciscans are within two or three blocks of a Muni stop, including 100 percent of residents in neighborhoods identified by the Muni Service Equity Strategy; and

WHEREAS, As the City began to recover from the pandemic, the SFMTA launched an extensive multilingual outreach campaign to solicit feedback and public comment from Muni riders and the larger community on potential Winter 2022 Muni service changes and modified proposed service changes based on feedback received; and

WHEREAS, If approved, the proposed Winter 2022 Muni Service Changes would further restore and increase service as we work towards full recovery of our service; and

WHEREAS, The staff recommended options for J Church transit service that would return the J Church to the subway evenings only and that the 35 Eureka and 48 Quintara/24th Street lines remain on their current alignments; and

WHEREAS, Following the SFMTA Board hearing on December 7, 2021, the SFMTA Board approved a motion to return the J Church to the subway at all times, at a regular headway of 15 minutes, and to direct staff to monitor subway performance as usage increases and return to the Board if delays reach a threshold to be determined, to implement the J Church transfer improvements, and to study conversion of the J Church from a light rail to a historic streetcar line; and,

WHEREAS, In an October 20, 2021 memo, the Planning Department Director determined that the closure of southbound Church Street between Market Street and 15<sup>th</sup> Street to through traffic except Muni, paratransit, taxis, emergency vehicles, bicycles, local access and commercial vehicles implements Objective 20 and Policy 14.4, 20.1, 20.4, and 22.3 of the General Plan's Transportation Element; and

WHEREAS, Based on these findings, the Planning Department determined that the J Church Transfer Improvements project makes changes aimed at achieving the above-mentioned policies and centered on transit passengers' access and safety, and therefore enacts the General Plan's Transportation Element consistent with California Vehicle Code Section 21101(f); and

WHEREAS, The traffic and parking modifications proposed for permanent approval as part of the J Church Transfer Improvements project reflect feedback received from an extensive process of community engagement and the results of a technical evaluation; and

WHEREAS, The San Francisco Municipal Transportation Agency has received a request, or identified a need for parking and traffic modifications as follows:

- A. RESCIND - BIKE CORRAL - 16th Street, south side, from 106 feet to 126 feet east of Mission Street
- B. EXTEND - BUS ZONE - 16th Street, south side, from 106 feet to 186 feet east of Mission Street (extends existing bus zone by 80 feet and removes meters #2931, #2933 and #2935 and bike corral) #
- C. EXTEND – BUS ZONE - Harrison Street, north side, from 79 feet to 117 feet west of 3rd Street (extends existing bus zone by 38 feet and removes meters #710 and #712) #
- D. RESCIND – BUS ZONE - Market Street, south side, from 10 feet to 95 feet west of Mason Street
- E. ESTABLISH – BUS ZONE - Market Street, south side, from Mason Street to 100 feet easterly; Market Street, north side, from 45 feet to 145 feet west of Cyril Magnin Street
- F. ESTABLISH – FLAG STOP - Grove Street, south side, at Hyde Street; 5th Street, west side, 120 feet south of Harrison Street; 5th Street, east side, 20 feet south of Clara Street
- G. ESTABLISH – BUS ZONE – Parkridge Drive, west side, 40 feet to 100 feet north of Burnett Avenue (removes three unmetered parking spaces)# #
- H. ESTABLISH – RIGHT TURN ONLY EXCEPT MUNI – 11th Street, northbound, at Market Street.
- I. ESTABLISH – RED ZONE – Diamond Street, east side, from Clipper Street to 10 feet northerly (removes one non-metered parking space)#; Diamond Street, west side, from Clipper Street to 5 feet northerly#; Clipper Street, north side, from Diamond Street to 20 feet westerly (extend existing red zone by 10' to the west; removes one non-metered parking space)#; Clipper Street, south side, from Diamond Street to 10 feet westerly (removes one non-metered parking space)#; 24th Street, south side, from Diamond Street to 17 feet easterly (removes one non-metered parking space)#. #
- J. ESTABLISH – BUS ZONE – Northridge Road, south side, from Ingalls Street to 130 feet easterly#; Palou Avenue, south side, from 3rd Street to 115 feet westerly#; Jones Street, west side, from Ellis Street to 80 feet southerly#; Jones Street, west side, from Turk Street to 80 feet southerly#; Jackson Street, north side, from Van Ness Avenue to 80 feet westerly#; Pacific Avenue, south side, from 15 feet to 60 feet west of Van Ness Avenue# #
- K. ESTABLISH – RED ZONE – Tennessee Street, west side, from 9 feet to 29 feet south of 20th Street#; Pennsylvania Avenue, east side, from 22nd Street to 25 feet northerly#; 22nd Street, north side, from 12 feet to 32 feet west of Tennessee Street; 20th Street, south side, from Connecticut Street to 20 feet easterly#; Connecticut Street, west side, from 12 feet to 30 feet north of 20th Street#; Connecticut Street, east side, from 20th Street to 16 feet northerly#; Northridge Road, north side, from Ingalls Street to 20 feet easterly#; Kirkwood Avenue, north side, from Donahue Street to 20 feet westerly#; Kirkwood Avenue, south side, from Donahue Street to 20 feet westerly#; Donahue Street, west side, from Jerrold Avenue to 10 feet southerly#; Ingalls Street, east side, from Palou Avenue to 20 feet northerly#; Palou Avenue, north side, from Ingalls Street to 5 feet westerly#; Noe Street, west side, from 18th Street to 20 feet southerly#; 19th Street, both sides, from Noe Street to 20 feet westerly#; Diamond Street, both sides, from 19th Street to 20 feet northerly#; Diamond Street, east side, from 18th Street to 40 feet southerly#; #
- L. ESTABLISH – ROAD CLOSURE EXCEPT FOR MUNI, PARATRANSIT, TAXIS, BICYCLES, EMERGENCY VEHICLES AND COMMERCIAL VEHICLES - Church

Street, southbound, from Market Street to 15th Street (local and emergency access to be maintained)

- M. ESTABLISH – TOW AWAY NO STOPPING ANY TIME and ESTABLISH – BUS ZONE - Church Street, west side, from Market Street to 199 feet southerly
- N. ESTABLISH – RIGHT TURN ONLY EXCEPT MUNI, PARATRANSIT, TAXIS, BICYCLES, AND COMMERCIAL VEHICLES - Southbound Church Street at Market Street (local access and emergency access to be maintained)
- O. ESTABLISH – NO RIGHT TURN EXCEPT MUNI, PARATRANSIT, TAXIS, BICYCLES, AND COMMERCIAL VEHICLES - Eastbound Market Street at Church Street (local access and emergency access to be maintained)
- P. ESTABLISH – NO LEFT TURN - Westbound Market Street at Church Street; Southbound Church Street at 15th Street (expands from the existing 7AM-7PM, Monday to Friday); Northbound Church Street at 15th Street (expands from the existing 7AM-7PM, Monday to Friday)
- Q. RESCIND – BUS STOP - Southbound Church Street nearside at 14th Street (boarding island stop previously for the J Church and the 22 Fillmore)
- R. RESCIND – METERED MOTORCYCLE PARKING - Church Street, east side, from 75 feet to 89 feet north of 15th Street (removes 2 motorcycle stalls #233 and #235) #
- S. ESTABLISH – NO PARKING ANY TIME - Church Street, east side, from 75 feet to 89 feet north of 15th Street.
- T. ESTABLISH – GREEN ZONE, 15-MINUTE TIME LIMIT, 9AM TO 6PM, MONDAY THROUGH SATURDAY - 15th Street, north side, from Church Street to 20 feet westerly #; 15th Street, south side, from 10 feet to 30 feet east of Church Street #
- U. ESTABLISH – GREEN METER, 15-MINUTE TIME LIMIT, 9AM TO 6PM, MONDAY THROUGH SATURDAY - Market Street, south side, from 131 feet to 149 feet west of Church Street (meter space #2119) #
- V. ESTABLISH – GREEN METERS, 15-MINUTE TIME LIMIT, 9AM TO 9PM, MONDAY TO SATURDAY - Church Street, east side, from 5 to 45 feet north of 15th Street (meter spaces #237 and #239) #; Church Street, east side, from 105 to 126 feet north of 15th Street (meter space #229) #
- W. ESTABLISH – METERED YELLOW ZONE, COMMERCIAL LOADING, 9AM TO 9PM, MONDAY TO SATURDAY - Church Street, east side, from 126 feet to 188 feet north of 15th Street (meter spaces #223, #225 and #227) #; Church Street, west side, from 15th Street to 163 feet northerly (meter spaces #226, #228, #230, #232, #234, #236 and #238) #
- X. ESTABLISH – TOW AWAY NO STOPPING ANY TIME - Church Street, west side, from 225 feet to 265 feet north of 14th Street; and

WHEREAS, The proposed changes are subject to the California Environmental Quality Act (CEQA); CEQA provides a categorical exemption from environmental review for operation, repair, maintenance, or minor alteration of existing highways and streets, sidewalks, gutters, bicycle and pedestrian trails, and similar facilities as defined in Title 14 of the California Code of Regulations Section 15301; and,

WHEREAS, On November 2021, the Planning Department determined (Case Number 2021-010655ENV) that the proposed changes are categorically exempt from CEQA as defined in Title 14 of the California Code of Regulations Section 15301; and,

WHEREAS, The proposed action is the Approval Action as defined by the S.F. Administrative Code Chapter 31; and

WHEREAS, A copy of the CEQA determination (Case Number 2021-010655ENV) is on file with the Secretary to the SFMTA Board of Directors, and may be found in the records of the Planning Department at <https://sfplanninggis.org/pim/?tab=Planning+Applications&search=2021-010655ENV> and 49 South Van Ness Avenue, Suite 1400 in San Francisco, and is incorporated herein by reference; and,

WHEREAS, The public has been notified about the proposed modifications and has been given the opportunity to comment on those modifications through the public hearing process; and,

WHEREAS, The SFMTA conducted an analysis of the proposed Winter 2022 service changes, including the 3 Jackson and 47 Van Ness, to determine whether any of these changes would constitute a “route abandonment” if permanently suspended as defined under Section 8A.108 of the City Charter, and determined that none of the proposed changes meet the definition of a route abandonment that is subject to Board of Supervisors review; and,

WHEREAS, Since Charter Section 16.112 requires published notice and a hearing before the SFMTA can significantly change the operating schedule or route of a transit line, an advertisement was placed in the City’s official newspaper, the San Francisco Examiner, on December 3, 2021 to provide notice that the Board of Directors will hold a public hearing on December 7, 2021, to consider the proposed Winter 2022 Muni Service Changes and Muni service options; and,

WHEREAS, Pursuant to the requirements contained in FTA Circular 4702.1B, the SFMTA analyzed the impacts of the service changes on communities of color and customers from low-income households and determined that the service changes do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI; and,

WHEREAS, A copy of the Planning Commission Resolution, the CEQA findings, and the CEQA determination are on file with the Secretary to the SFMTA Board of Directors, and may be found in the records of the Planning Department at <https://sfplanning.org/> and 49 South Van Ness Avenue, Suite 1400 in San Francisco, and is incorporated herein by reference; and,

WHEREAS, Parking and traffic modifications listed with a “#” are final SFMTA decisions, as defined by Ordinance 127-18, that can be reviewed by the Board of Supervisors, and SFMTA staff have determined that items B, C, G, I, J, K, R, T, U, V, and W are such final SFMTA decisions; now, therefore, be it

RESOLVED, That the SFMTA Board of Directors approves the SFMTA's Title VI Service Equity Analysis for the proposed Municipal Railway route and service changes to be made in Winter 2022, comparing transit service in effect in March 2020 to transit service proposed for Winter 2022 and concluding that the service changes would not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI; and be it further

RESOLVED, That the SFMTA Board of Directors approves the staff recommended option that the 35 Eureka and 48 Quintara/24th Street lines remain on their current alignments; and be it further

RESOLVED, That the SFMTA Board of Directors approves the option for the J Church that would return it to the subway at all times, at a regular headway of 15 minutes; and be it further

RESOLVED, That the SFMTA Board of Directors directs SFMTA staff to monitor subway performance as usage increases and return to the Board if delays reach a threshold to be determined, to implement the J Church transfer improvements, and to study conversion of the J Church from a light rail to a historic streetcar line; and be it further

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors approves the parking and traffic modifications as set forth in Items A through X above, including modifications to make permanent transfer improvements for the J Church on Church Street between 15<sup>th</sup> Street and Duboce Avenue, and including closing the southbound curb lane of Church Street between Market and 15<sup>th</sup> Streets in accordance with California Vehicle Code Section 21101(f).

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of December 7, 2021.



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Chirlane  
Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency

**THIS PRINT COVERS CALENDAR ITEM NO.: 12b**

**SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY**

**DIVISION:** Finance and Information Technology

**BRIEF DESCRIPTION:**

Approving the San Francisco Municipal Transportation Agency Fiscal Year (FY) 2023 and FY 2024 Operating Budget, in the amounts of \$1,356.1 million and \$1,406.9 million, respectively, for operating expenditures; \$36.4 million in FY 2023 and \$66.7 million in FY 2024 for capital expenditures for a total combined appropriation for operating and capital expenditures of \$1,392.5 million in FY 2023 and \$1,473.5 million in FY 2024; and the Capital Budget in the amounts of \$424 million and \$338 million, respectively; certifying that the FY 2023 and FY 2024 Operating and Capital budgets are adequate in making substantial progress towards meeting the performance standards established pursuant to Section 8A.103; authorizing changes to various fines, fees, fares, rates, and charges for the fiscal years beginning July 1, 2022, and July 1, 2023; approving the suspension of the Automatic Indexing Implementation Plan on Municipal Railway fares and extension of free Municipal Railway fares for all youth 19 and under; approving the Title VI analysis of the impact of the proposed fare change on low-income and minority communities in San Francisco, which determined that there is no disparate impact to minority populations or disproportionate burden to low-income populations; acting as both the SFMTA Board of Directors and the Parking Authority Commission approving increases to various fines, fees, rates, and charges including, among other things increases and decreases for parking penalties, late payment penalties, special collection fees, and boot removal fees; color curb, general loading, and red zone driveway fees; towing and storage fees; community service plan processing fees; parking meter use fee; temporary no-parking sign posting fee; signs and parking space removal/relocation fee; intellectual property license fee (film permits); non-standard vehicle permit fees; planning and development transportation analysis and project review fees; citywide variable parking meter rates; and fees for general permits including special traffic, temporary exclusive use of parking meters, residential area parking, contractor, vanpool, stationless bicycle share program application, SFMTA permit, on-street shared vehicle, on-street shared electric moped parking, press, designated shuttle stop use, farmer's market parking, temporary street closure (ISCOTT) and bus substitution fees; waiving all taxi permit fees for FY 23 and FY 24; amending various provisions of the Residential Parking Permit program; and adding a fee for color curb no parking zone where the applicant is more than 1,000 feet from the no parking zone; authorizing the Director to implement short-term experimental fares and parking rates which enable the SFMTA to respond effectively to community requests and public health and safety emergencies; concurring with the Controller's certification that parking citation processing and collection services; facility security services; paratransit services; parking meter collection and coin counting services; transit shelter maintenance services; and vehicle towing, storage and disposal services can be practically performed by private contractors at a lesser cost than to provide the same services with City employees; and authorizing the Director to make necessary technical and clerical corrections to the approved FY 2023 and FY 2024 Operating budget of the SFMTA and to allocate additional revenues and/or City and County discretionary revenues in order to fund additional adjustments to the operating, provided that the Director of Transportation shall return to the SFMTA Board of Directors for approval of technical or clerical corrections that, in aggregate, exceed a ten percent change to the SFMTA operating budget.

**SUMMARY:**

- Charter Sec. 8A.106 requires the SFMTA to submit a two-year budget by May 1 to the Mayor and Board of Supervisors of each even-numbered year.

- Pursuant to Charter Section 16.112 and the SFMTA Board's Rules of Order, advertisements were placed in the City's official newspaper to provide notice of the April 5, April 19, and April 26 meetings.
- The SFMTA Board and staff conducted public hearings, outreach meetings with community and advocacy organizations, a townhall, listening sessions and other forums to hear public comment.
- The SFMTA has conducted a Title VI Fare Equity Analysis, as required by the Federal Transit Administration, which concluded that the proposed fare changes do not result in a disparate impact on minority communities or a disproportionate burden on low-income communities.

**ENCLOSURES:**

1. Resolution
2. Transportation Code Legislation
3. Proposed Consolidated Budget

4. Consolidated Fare Pricing and Policy
5. Changes to Fees, Fines and Charges
6. Title VI Fare Equity Analysis

**APPROVALS:**

**DIRECTOR** \_\_\_\_\_ 

DATE:

April 15, 2022

**SECRETARY** \_\_\_\_\_ 

April 15, 2022

**ASSIGNED SFMTAB CALENDAR DATE:** April 19, 2022

**PURPOSE**

Approving the San Francisco Municipal Transportation Agency Fiscal Year (FY) 2023 and FY 2024 Operating Budget, in the amounts of \$1,356.1 million and \$1,406.9 million, respectively; \$36.4 million in FY 2023 and \$66.7 million in FY 2024 for capital expenditures for a total combined appropriation for operating and capital expenditures of \$1,392.5 million in FY 2023 and \$1,473.5 million in FY 2024; and the Capital Budget in the amounts of \$424 million and \$338 million, respectively; certifying that the FY 2023 and FY 2024 Operating and Capital budgets are adequate in making substantial progress towards meeting the performance standards established pursuant to Section 8A.103; authorizing changes to various fines, fees, fares, rates, and charges for the fiscal years beginning July 1, 2022, and July 1, 2023; approving the suspension of the Automatic Indexing Implementation Plan on Municipal Railway fares and extension of free Municipal Railway fares for all youth 19 and under; approving the Title VI analysis of the impact of the proposed fare change on low-income and minority communities in San Francisco, which determined that there is no disparate impact to minority populations or disproportionate burden to low-income populations; acting as both the SFMTA Board of Directors and the Parking Authority Commission approving increases to various fines, fees, rates, and charges including, among other things increases and decreases for parking penalties, late payment penalties, special collection fees, and boot removal fees; color curb, general loading, and red zone driveway fees; towing and storage fees; community service plan processing fees; parking meter use fee; temporary no-parking sign posting fee; signs and parking space removal/relocation fee; intellectual property license fee (film permits); non-standard vehicle permit fees; planning and development transportation analysis and project review fees; citywide variable parking meter rates; and fees for general permits including special traffic, temporary exclusive use of parking meters, residential area parking, contractor, vanpool, stationless bicycle share program application, SFMTA permit, on-street shared vehicle, on-street shared electric moped parking, press, designated shuttle stop use, farmer's market parking, temporary street closure (ISCOTT) and bus substitution fees; waiving all taxi permit fees for FY 23 and FY 24; amending various provisions of the Residential Parking Permit program; and adding a fee for color curb no parking zone where the applicant is more than 1,000 feet from the no parking zone; authorizing the Director to implement short-term experimental fares and parking rates which enable the SFMTA to respond effectively to community requests and public health and safety emergencies; concurring with the Controller's certification that parking citation processing and collection services; facility security services; paratransit services; parking meter collection and coin counting services; transit shelter maintenance services; and vehicle towing, storage and disposal services can be practically performed by private contractors at a lesser cost than to provide the same services with City employees; and authorizing the Director to make necessary technical and clerical corrections to the approved FY 2023 and FY 2024 Operating budget of the SFMTA and to allocate additional revenues and/or City and County discretionary revenues in order to fund additional adjustments to the operating budget, provided that the Director of Transportation shall return to the SFMTA Board of Directors for approval of technical or clerical corrections that, in aggregate, exceed a ten percent change to the SFMTA operating budget.

**STRATEGIC PLAN GOALS AND TRANSIT FIRST POLICY PRINCIPLES**

This item supports all of the Strategic Plan Goals:

- Goal 1: Identify and reduce disproportionate outcomes and resolve past harm towards marginalized communities.
- Goal 2: Create a work environment that is responsive, equitable, and inclusive.
- Goal 3: Recruit, hire and invest in a diverse workforce.
- Goal 4: Make streets safer for everyone.
- Goal 5: Deliver reliable and equitable transportation services.
- Goal 6: Eliminate pollution and greenhouse gas emissions by increasing use of transit, walking and bicycling.
- Goal 7: Build stronger relationships with stakeholders.
- Goal 8: Deliver quality projects on-time and on-budget.
- Goal 9: Fix things before they break, and modernize infrastructure.
- Goal 10: Position the agency for financial success.

This item will support the following Transit First Policy Principles:

1. To ensure quality of life and economic health in San Francisco, the primary objective of the transportation system must be the safe and efficient movement of people and goods. Public transit, including taxis and vanpools, is an economically and environmentally sound alternative to transportation by individual automobiles. Within San Francisco, travel by public transit, by bicycle and on foot must be an attractive alternative to travel by private automobile.
2. Public transit, including taxis and vanpools, is an economically and environmentally sound alternative to transportation by individual automobiles. Within San Francisco, travel by public transit, by bicycle and on foot must be an attractive alternative to travel by private automobile.
3. Decisions regarding the use of limited public street and sidewalk space shall encourage the use of public rights of way by pedestrians, bicyclists, and public transit, and shall strive to reduce traffic and improve public health and safety.
4. Transit priority improvements, such as designated transit lanes and streets and improved signalization, shall be made to expedite the movement of public transit vehicles (including taxis and vanpools) and to improve pedestrian safety.
5. Pedestrian areas shall be enhanced wherever possible to improve the safety and comfort of pedestrians and to encourage travel by foot.
6. Bicycling shall be promoted by encouraging safe streets for riding, convenient access to transit, bicycle lanes, and secure bicycle parking.
7. Parking policies for areas well served by public transit shall be designed to encourage travel by public transit and alternative transportation.
8. New transportation investment should be allocated to meet the demand for public transit generated by new public and private commercial and residential developments.
9. The ability of the City and County to reduce traffic congestion depends on the adequacy of regional public transportation. The City and County shall promote the use of regional mass transit and the continued development of an integrated, reliable, regional public transportation system.
10. The City and County shall encourage innovative solutions to meet public transportation needs wherever possible and where the provision of such service will not adversely affect the service provided by the Municipal Railway.

## **DESCRIPTION**

Charter Section 8A.106 provides that the SFMTA must submit a two-year budget by May 1 of each even year to the Mayor and Board of Supervisors. In addition to seeking SFMTA Board approval of the agency's two-year budget, the Director of Transportation is authorized to work with the City Controller to conform the SFMTA's budgets to any changes in citywide budget submission schedules to ensure that interim appropriations are available for the SFMTA to continue operations after July 1, 2022 until October 1, 2022, when the SFMTA budget for the period ending June 30, 2024 will be finally operative.

### **Operating Budget –Revisions to the February 1, 2022 Baseline**

On February 1, 2022, the SFMTA Board of Directors reviewed a balanced operating budget of \$1.32 billion in FY 2023 and \$ 1.35 billion in FY 24. On March 15, the SFMTA Board reviewed the adjusted baseline for FY 2023 of \$1.36 billion and \$1.4 billion for FY 2024. The adjusted baseline presented a balanced operating budget with no shortfalls or surpluses.

The baseline budget presented on February 1, 2022 included the following:

- Controller's Office estimated General Fund Transfers of \$418 million in FY 2023 and \$448 million in FY 2024
- Implementation of the SFMTA Board's approved Automatic Indexing Implementation Plan (AIIP) and cost recovery calculations for various fares, fees, fines, rates and charges subject to the California Vehicle Code
- Senate Bill 1 revenues which represents funds provided by the state
- Population Based General Fund Baseline (for Operating Use)
- Estimates from Metropolitan Transportation Commission (MTC) on the state and regional operating grants
- Adjusted projection of salary increases equal to the change in consumer price index (CPI) as well as reductions in pension contributions starting in FY 24

On March 15, 2022, the revised operating budget included the following changes from February 1, 2022:

- Waiving the SFMTA Board's AIIP and recommending no fare increase for FY 2023 and FY 2024
- Sustain the Free Muni for All Youth Under 19 Years of Age Program
- Support pilot fare programs for a 10-trip pass and fare capping through the pilot establishment of an accumulator pass on Muni Mobile
- Use additional federal relief to restore full agency operations
- Reduction in advertising revenues of \$14.9 million in FY 2023 and \$14 million in FY 2024
- Reduction in transit fare revenues of \$10 million in FY 2023 and \$12 million in FY 2024
- Increase in one-time federal transit relief of \$10 million in FY 2023 and \$77 million in FY 2024 for key investments in transit recovery and offsetting revenue losses
- Increase of \$53 million in one-time fund balance resulting from labor savings due to

high vacancy levels in FY 2022

- Funding levels to return to baseline of agency operations positions and nonlabor budgets that were frozen in the prior two years due to pandemic revenue losses are restored
- Permanent \$3 million for Human Resources Division for enhanced and expanded hiring and employee relations
- Increased divisional augmentations for improved hiring, advancing equity, transit recovery, customer experience and technology including \$38.5 million in FY 2023 and \$56.3 million in FY 2024

On April 5, 2022, the Revised operating budget included the following changes from the March 15, 2022 presentation:

- Reduction in General Fund Transfers of \$4 million in FY 2023 and \$3 million in FY 2024
- Reduction in Mission Bay Transportation Improvement Fund transfers of \$0.6 million in FY 2023 and \$0.8 million in FY 2024
- Reduction in parking and traffic fees and fines revenues of \$1 million in FY 2023 and \$1 million in FY 2024
- Reduction in Proposition D Traffic Congestion Mitigation Tax of \$0.3 million in FY 2023 and \$0.1 million in FY 2024
- Increase to expenditure recovery revenues of \$0.1 million in FY 2023 and \$0.5 million in FY 2024
- Makes permanent \$6 million for Transit Division for enhanced vehicle cleaning and overhead lines maintenance.
- Divisional augmentations for improved hiring, advancing equity, transit recovery, customer experience and technology including \$39.0 m in FY 23 and \$65.3 m in FY 24

On April 19, 2022, the Revised operating budget included the following changes from the April 5, 2022 presentation:

- Following the completion of the Joint Report, technical adjustments and rebalancing occurred at the account level resulting in \$6 million in additional expenditures in FY 2024.
- Increased Operating Grants revenues of \$3 million in FY 2023 and \$3.5 million in FY 2024 resulting from updated projections of Low Carbon Transit Operations Program and State Transit Assistance funding sources.
- Reduction in Federal Relief of \$3.9 million in FY 2023 and increase of \$3.4 million in FY 2024 for the purposes of final budget balancing.
- Increased expenditures in FY 2024 due to a planned interest payment to the Peninsula Corridor Joint Powers Board Authority related to the Caltrain governance agreement.

#### **Expenditure Augmentations– Final Proposed as of April 19, 2022**

SFMTA enterprise revenues have not yet fully recovered and will not during the upcoming Fiscal Years 2023 and FY 2024. That and significant unknowns, such as pace of recovery, required a resilient budget design. With this in mind, the proposed budget will:

- Manage to Pace of Recovery: *prepare based on optimism but have stopgaps in place.*
- Work Toward Restoration of Full Agency Operations: *service restoration, street management and agency internal operations.*
- Consider What is Not Known: *Impact of inflation and new labor contracts.*

The agency must invest in the recovery of the transit system and restoration of agency operations and infrastructure. Short-Term investments will have a cost and increase the structural deficit. The adjusted baseline presented today results in a future Fiscal Year 2025 deficit of \$76 million. However, if we do not make these investments now, our sustainable resources such as transit fares, parking meter and garage revenues will not recover to make up for the use of on-time revenues. In parallel, the agency needs to continue to identify a new sustainable funding source.

In addition to the changes outlined above, the proposed operating budget includes the following (numbers indicate amounts for FY 2023 and FY 2024):

- Divisional recommendations for 3.5% reductions to the base budget
- American Rescue Plan (ARP) funds to offset losses associated with COVID-19 related economic damages (up to \$357 million for FY 2023 and FY 2024)
- Use of fund balance to support one-time operating expenditures (\$52.7 million for FY 2023)
- Updated estimates to reflect estimates from the Controller's Office on the General Fund baseline transfers (\$414.4 million for FY 2023 and \$445.2 million for FY 2024)
- Estimates on state and regional operating grants (\$186.1 million for FY 2023 and \$189.8 million for FY 2024)
- Healthcare and retirement projected costs— in baseline
- Agency Operations - Non-labor investments in technology infrastructure to shift sunsetting capital projects to on-going system maintenance (\$5.93 million in FY 2023 and \$5.88 million in FY 2024)
- Apprenticeship Program - Positions required to expand Apprentice Program to meet growing staffing challenges (Muni Reliability Working Group Recommendation) (\$3.47 million in FY 2023 and \$5.65 million in Fy 2024)
- Communications and Outreach - Positions to conduct engagement from planning to implementation and beyond, position for translation services, and positions for internal marketing, graphic and social media support (reduces costs/use of consultants) (\$.58 million in FY 2023 and \$.77 million in FY 2024)
- Customer Experience Program - Positions for dedicated ambassadors and customer relationship team, permanent increase in transit car cleaners, and positions for improved customer amenities such as better signage and transit stop conditions (\$8.88 million in FY 2023 and \$13.63 million in FY2024)
- Hiring and Training - Positions for increased training and workforce development, permanent funding for the Practical Communication Tools (PaCT) Program, and positions for HR data management and reporting (\$1.93 million in FY 2023 and \$2.34 million in FY 2024)
- Race, Equity, and Belonging - Positions for overall support, training, instructional design and outreach and positions for program implementation including Agencywide Policy, Process & Practice Improvement, Culturally Specific Interventions to Optimize Racial

Equity in MTA Systems, Equity Analyses & Establishment of Equity Standards & Priorities and Monitoring, Evaluation & Accountability Systems (\$2.33 million in FY 2023 and \$2.80 million in FY 2024)

- Safety Training and System Improvements - Positions for Transit Training to support expanded system safety (\$2.43 million in FY 2023 and \$3.43 million in FY 2024)
- Service Equity and Expansion - Positions to increase street supervision/system management (Muni Reliability Group Recommendation) and positions for increased track, overhead lines, and vehicle maintenance (\$10.02 million in FY 2023 and \$18.60 million in FY 2024)
- Service Quality Program - Positions for system analysis quality assurance and rapid response on service issues and customer feedback (\$3.68 million in FY 2023 and \$4.89 million in FY 2024)
- Street Management - Positions restored for Parking Control Officer supervision, positions for the paint, sign and signal shop to implement Quick Build and other safety improvements, and positions and non-labor for full implementation of the Shared Spaces Program (\$4.46 million in FY 2023 and \$5.30 million in FY 2024)
- Taxi, Mobility, and Essential Trip Card (ETC) Program - Funding to create an open taxi dispatch Application Programming Interface (API) and positions to support the growing and expanding permitted modes of transportation, including scooters, bike share, commuter shuttles (\$1.04 million in FY 2023 and \$1.39 million in FY 2024)
- Transit Safety and Security – Weekend and evening security coverage and support (\$.85 million in FY 2023 and \$1.13 million in FY 2024)

### **Final Capital Budget**

On November 16, 2021, the SFMTA Board approved the Agency's 20-Year Capital Plan for FY 2023 through FY 2043. The Capital Plan represents the Agency's *fiscally unconstrained capital needs* for the next 20 years. The 20-year Capital Plan serves as the basis for developing the fiscally constrained five-year Capital Improvement Program (CIP), the first two years of which comprise the two-year capital budget. Given limited funding availability, the SFMTA prioritizes the capital projects that can be advanced during each two-year capital budget.

The SFMTA has prepared a two-year balanced capital budget for FY 2023 and FY 2024 for submittal by May 1, 2022, to the Mayor and Board of Supervisors as required by Charter Section 8A.106, or according to the extended deadline for Board of Supervisors review as adjusted by an emergency declaration of the Mayor. The proposed SFMTA FY 2023 and FY 2024 capital budget is the agency's two-year capital financial plan and consolidated capital program.

The two-year capital budget funds a variety of capital projects addressing infrastructure needs related to transit reliability, street safety, state of good repair, facilities, taxi, system safety, and accessibility. These projects continue to reflect the SFMTA Board of Directors' adopted policies and plans, including Vision Zero, Transit First, the San Francisco Pedestrian Strategy, the SFMTA Bicycle Strategy, the City and County of San Francisco Adopted Area Plans, the SFMTA Strategic Plan, and the San Francisco County Transportation Plan. Complete project scope and funding plans will be reflected in the SFMTA FY 2023-2027 CIP, also being presented for adoption on April 19, 2022.

Each project proposal included in the five-year CIP is scrutinized from a variety of perspectives

before it is included in the CIP. SFMTA staff identify projects based on the following: (1) input from the community received at various meetings during the year; (2) input from the SFMTA Board of Directors, San Francisco Board of Supervisors (or the BOS sitting as the Transportation Authority Board), and other commissions and advisory committees; (3) the SFMTA Board or other City-approved plans for growth, improvements, and rehabilitation; (4) the SFMTA Board's adopted 20-Year Capital Plan and criteria for selecting priority needs to advance policy goals; and (5) staff-identified projects based on critical need due to safety issues or to comply with new mandates.

The proposed SFMTA two-year capital budget includes expenditure authority of \$423 million in FY 2023 and \$388 million in FY 2024. Projects funded through this two-year budget include infrastructure investments, as well as various procurements and other one-time initiatives (plans, educational programs) throughout the City.

The following table presents proposed budget figures by Capital Program.

**Capital Budget by Program (\$ in thousands)**

| <b>Capital Program</b>             | <b>FY 2023</b>   | <b>FY 2024</b>   |
|------------------------------------|------------------|------------------|
| Communication and IT               | 956              | 3,294            |
| Facility                           | 51,370           | 67,539           |
| Fleet                              | 171,815          | 143,869          |
| Parking                            | -                | -                |
| Security                           | 1,939            | 1,939            |
| Signals                            | 16,479           | 13,218           |
| Streets                            | 53,293           | 37,281           |
| Taxi                               | 653              | 352              |
| Transit Fixed Guideway             | 80,954           | 81,812           |
| Transit Optimization and Expansion | 46,102           | 38,815           |
| <b>Total</b>                       | <b>\$423,562</b> | <b>\$388,120</b> |

Development Fees and Population-Based General Fund Allocation

Included in the operating budget is funding from General Fund Population Based Baseline, Transportation Sustainability Fee and Development Impact fees. The proposed funding for these development impact fees and the population-based General Fund allocation. The SFMTA Board is requested to approve the funding allocations

Certification That SFMTA's Budgets Are Adequate

City Charter Section 8A.106 (b) requires the SFMTA to certify that the operating budget is adequate in all respects to make substantial progress towards meeting the performance standards established pursuant to Section 8A.103 for the fiscal year covered by the budget. The budget resolution includes that certification.

Technical and Clerical Corrections

The resolution authorizes the Director of Transportation to make any necessary technical and clerical corrections to the approved SFMTA operating budget and to allocate additional revenues and/or City

and County discretionary revenues in order to fund additional adjustments to the operating budget. The Director of Transportation must return to the SFMTA Board of Directors for approval of technical or clerical corrections or that allocate additional revenues and/or City and County discretionary revenues in order to fund additional adjustments to the operating budget that, in aggregate, exceed a ten percent change to the total FY 2023 and FY 2024 operating budgets. Technical adjustment authority for the appropriated Capital Budget, or City and County of San Francisco sources is contained within the adoption resolution for the 5-Year Capital Improvement Program.

### **Municipal Railway (Muni) Fares**

As a result of the pandemic, the Board of Directors adopted a revised budget in June 2020 to suspend the application of the Automatic Indexing Implementation Plan (AIIP) to most transit fares for FY 2021 and FY 2022. As part of the ongoing recovery, and in response to feedback received, it is recommended that this policy be suspended for FY 2023 and FY 2024.

It is also recommended that the Free Muni for all Youth under 19 pilot program be extended through FY 2023 and FY2024.

The following short-term experimental fare instruments are proposed in order to encourage ridership and changing usage patterns:

- 10-Trip Pass (@ 20% Discount)
- Monthly “Fare Cap” on single ride trips in a calendar month

These proposed products will initially be available on MuniMobile only.

All fare changes for FY 2023 take effect the first day of the next month that is at least thirty days after the FY 2023 budget takes effect pursuant to Charter Section 8A.106, or according to the extended deadline for Board of Supervisors review as adjusted by an emergency declaration of the Mayor. The resolution also authorizes the Director of Transportation to implement short-term experimental fares up to six months, which enable the SFMTA to respond effectively to community requests and public health or safety emergencies. If there is interest in extending these experimental fares beyond a six month period, a Title VI Fare Equity analysis will be conducted to assess potential impacts of the fares and brought back before the MTA Board of Directors for review and approval.

### **Fees, Fines, Rates and Charges**

There are three overarching policies and regulations that guide the setting of fees, fines, rates and charges are set in the SFMTA budget:

#### Cost Recovery

- California Propositions 26 and 218 may limit fees for some municipal services to actual program costs
- SFMTA’s policy is to set fees to recover 100% agency costs except where there is an explicit SFMTA Board decision to set particular fees below cost to meet other Agency objectives

#### Automatic Indexing Implementation Plan (AIIP)

- Policy adopted by the board “to establish a more predictable and transparent mechanism

- for setting charges”
- Automatic Inflator based on average of Bay Area CPI-U +Operating Budget Labor Cost Change

**Other State/Local Law**

- State legislature or local government may pass laws setting a set or maximum fee for program charges

See

Enclosure 3 for full detail on proposed fee, fine, rate and fare changes.

**PUBLISHED NOTICE**

Charter Section 16.112 requires published notice and a hearing before the SFMTA may institute or change any schedule of rates or charges which affect the public. The Board's Rules of Order require that the advertisement run for at least five days and not less than five days prior to the public hearing. In compliance with both Charter Section 16.112 and the SFMTA Board's Rules of Order, advertisements were placed in the City's official newspaper March 23-25, 27, 30 and 31, 2022, to provide notice that the Board of Directors will hold public hearings on April 5, 19, and 26, 2022, to consider the above modifications.

**TITLE VI**

Before the SFMTA Board can approve the Agency's fare policy and pricing, a Title VI analysis must be approved by the SFMTA Board in accordance with the Federal Transit Administration's (FTA) Circular 4702.1B.

In order to make an appropriate assessment of disparate impact on minority riders or disproportionate burden on low-income riders with regard to proposed fare changes, the analysis compares available customer survey data and shows the number and percent of minority riders and low-income riders using a particular fare media in order to establish whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type or payment media that would be subject to the fare change. A draft Title VI Analysis addressing the potential fare changes is included as Enclosure 6. It includes a cumulative analysis of proposed fare increases based on available customer survey data for changes to current fare types. The analysis concluded that there are no disparate impacts on customers who self-identify as minority or disproportionate burden effects for customers from low-income households.

If the SFMTA Board chooses not to move forward with any of the proposed fare changes as analyzed, or if additional fare proposals are made for consideration, the required analysis will need to be updated to ensure that the changes do not result in a disparate impact finding or a finding of disproportionate burden and brought back before the SFMTA Board for review and approval.

**STAKEHOLDER ENGAGEMENT**

Pursuant to Title VI of the Civil Rights Act of 1964 and its implementing regulations, as well as state and local laws, the SFMTA takes responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of SFMTA's programs and activities for low-income, minority, and limited-English proficient (LEP) individuals, and regardless of race, color or national origin. Given the diversity of San Francisco and of Muni's ridership, the SFMTA is strongly committed to disseminating information on both proposed fare changes and proposed service changes that is accessible to LEP individuals, as well as other stakeholders.

The SFMTA launched a multilingual and multi-media public outreach campaign at the beginning of the FY2023-FY2024 process in order to gather and consider public input on the budget, which impacted the final proposals submitted to the SFMTA Board of Directors for its consideration

and approval.

Notices for public comment opportunities were provided in multiple languages and included information on how to request free language assistance at the meetings with at least 48 hours' notice. As required by the City Charter, advertisements publicizing the public hearing were placed in advance in San Francisco newspapers. Multilingual ads were placed in prominent Chinese, Spanish and Russian newspapers in San Francisco. Multilingual information has been available to the public through the SFMTA website throughout the budget process. Additional methods for keeping the public informed and soliciting feedback were conducted through blog posts, e-mail blasts to stakeholders and through SFMTA/Muni's Twitter and Facebook accounts. Feedback was compiled and forwarded to appropriate staff and to the MTAB for consideration in the decision-making process.

Specific outreach activities:

- Board Workshop with SFMTA Board of Directors
- Multilingual Survey of Priorities available online and by paper copy dropped off at community centers
- Public Listening Sessions via telephone to address digital access concerns from the community, with free language support offered for equity
- Direct Listening Sessions with every community group who requested one
- Digital Town Hall

Additional channels employed to reach as many diverse stakeholders as possible:

- Email to over 3,000 stakeholders
- Offers of listening sessions to over 150 community groups
- Ads in language newspapers (El Tecolote, Sing Tao, World Journal, Wind, Examiner)
- Social Media ads (WeChat, Twitter, FB, Instagram)
- Multilingual content on website with survey links and listening session dates
- Multilingual Bus Cards advertising the Digital Town Hall and SFMTA Board of Directors' Budget Hearings
- Multilingual paper surveys, directed at LEP communities, dropped off at community centers

**Table 1: Public Meetings**

| Action                                                                               | Date                 |
|--------------------------------------------------------------------------------------|----------------------|
| SFMTA Board Workshop                                                                 | February 1 & 2, 2022 |
| 1 <sup>st</sup> Citizen's Advisory Council (CAC) Meeting                             | February 3, 2022     |
| 1 <sup>st</sup> Public Listening Session                                             | February 28, 2022    |
| 2 <sup>nd</sup> Public Listening Session                                             | March 3, 2022        |
| Public Town Hall                                                                     | March 10, 2022       |
| 2 <sup>nd</sup> CAC Meeting                                                          | March 17, 2022       |
| SFMTA Board of Directors Hearing (presentation of proposed budget)                   | April 5, 2022        |
| SFMTA Board of Directors Hearing (first opportunity for budget approval)             | April 19, 2022       |
| SFMTA Board of Directors Hearing (second opportunity for budget approval, if needed) | April 26, 2022       |

Public Outreach Outcomes:

As a result of the multilingual, multi-media outreach campaign, the SFMTA collected over 1900 instances of feedback, questions, comments, and concerns on its FY2023-2024 budget, including over 1200 survey responses and over 700 open-ended comments. The feedback was compiled and sorted into topics/categories of concerns including: improving speed and reliability of Muni buses and trains, improving transportation in neighborhoods with high percentages of households with low incomes and people of color, improving personal safety for Muni riders, reducing congestion and eliminating bottlenecks by improving public transit.

Specific to transit fares, multiple comments were received encouraging the SFMTA not to increase fares and to maintain and/or expand on existing discount fare programs, including those for low-income riders, and the Free Muni for Youth program. Based on this feedback, and to help promote transit use during pandemic recovery, the SFMTA is proposing to suspend the application of the Automatic Indexing Implementation Plan (AIIP), adopted by the SFMTA Board in 2009 and modified in April 2018, for all annual fare increases. The SFMTA is also proposing to extend the Free Muni for all Youth Program under age 19 through Fiscal Year 23 and Fiscal Year 2024, currently approved as a pilot program through August 2022.

**ALTERNATIVES CONSIDERED**

The SFMTA Board considered various options at the February 1 and 2, 2022 Workshops, and at the SFMTA Board meetings on March 15, 2022 and April 5, 2022.

**FUNDING IMPACT**

## **Operating Budget**

The proposed FY 2023 and FY 2024 Operating Budgets will provide \$1.39 billion in FY 2023 and \$1.47 billion for operations and a portion of capital projects funded through City and County of San Francisco sources.

## **Capital Budget**

The Proposed FY 2023 and FY 2024 budget will provide \$424 million and \$388 million respectively for capital projects. Approval of the budget resolution appropriates City and County of San Francisco sources, which are outside of the authority of the SFMTA to accept and expend outside grant and other capital revenue sources.

## **ENVIRONMENTAL REVIEW**

On April 7, 2022, the SFMTA, under authority delegated by the Planning Department, determined that the SFMTA Consolidated Capital and Operating Budget for Fiscal Years 2023 and 2024 is not a “project” under the California Environmental Quality Act (CEQA) pursuant to Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b).

A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors and is incorporated herein by reference

## **OTHER APPROVALS RECEIVED OR STILL REQUIRED**

### **Proposition J Certifications**

Section 10.104.15 of the San Francisco Charter allows City departments to contract for services where such services can be practically performed under private contract at a lesser cost than similar work performed by City employees as determined by the Controller. The Board of Supervisors has requested that all Proposition J certifications be included as part of the SFMTA’s budget. In response to this request, six contracts (listed below) were identified as requiring Proposition J certifications. The following certifications are being reviewed by the Controller’s Office and are pending:

- Facility Security Services
- Transit Shelter Maintenance Services
- Paratransit Services
- Citation Processing Services
- Vehicle Towing, Storage and Disposal Services; and
- Parking Meter Payment Collection and Coin Counting Services.

For the two-year capital budget, the SFMTA Board and Board of Supervisors will approve contracts as necessary for completion of capital projects.

The City Attorney has reviewed this calendar item.

## **RECOMMENDATION**

SFMTA staff recommend that the Board of Directors approve the San Francisco Municipal Transportation Agency FY 2023 and FY 2024 Operating Budget, in the amounts of \$1,356.1 million and \$1,406.9 million, respectively; \$36.4 million in FY 2023 and \$66.7 million in FY 2024 for capital expenditures for a total combined appropriation for operating and capital expenditures of \$1,392.5 million in FY 2023 and \$1,473.5 million in FY 2024; and the Capital Budget in the amounts of \$424 million and \$338 million, respectively; certify that the FY 2023 and FY 2024 Operating and Capital budgets are adequate in making substantial progress towards meeting the performance standards established pursuant to Section 8A.103; authorize changes to various fines, fees, fares, rates, and charges for the fiscal years beginning July 1, 2022, and July 1, 2023; approve the suspension of the Automatic Indexing Implementation Plan on Municipal Railway fares and extension of free Municipal Railway fares for all youth 19 and under; approve the Title VI analysis of the impact of the proposed fare change on low-income and minority communities in San Francisco, which determined that there is no disparate impact to minority populations or disproportionate burden to low-income populations; acting as both the SFMTA Board of Directors and the Parking Authority Commission approve increases to various fines, fees, rates, and charges including, among other things increases and decreases for parking penalties, late payment penalties, special collection fees, and boot removal fees; color curb, general loading, and red zone driveway fees; towing and storage fees; community service plan processing fees; parking meter use fee; temporary no-parking sign posting fee; signs and parking space removal/relocation fee; intellectual property license fee (film permits); non-standard vehicle permit fees; planning and development transportation analysis and project review fees; citywide variable parking meter rates; and fees for general permits including special traffic, temporary exclusive use of parking meters, residential area parking, contractor, vanpool, stationless bicycle share program application, SFMTA permit, on-street shared vehicle, on-street shared electric moped parking, press, designated shuttle stop use, farmer's market parking, temporary street closure (ISCOTT) and bus substitution fees; waiving all taxi permit fees for FY 23 and FY 24; amend various provisions of the Residential Parking Permit program; and add a fee for color curb no parking zone where the applicant is more than 1,000 feet from the no parking zone; authorize the Director to implement short-term experimental fares and parking rates which enable the SFMTA to respond effectively to community requests and public health and safety emergencies; concur with the Controller's certification that parking citation processing and collection services; facility security services; paratransit services; parking meter collection and coin counting services; transit shelter maintenance services; and vehicle towing, storage and disposal services can be practically performed by private contractors at a lesser cost than to provide the same services with City employees; and authorize the Director to make necessary technical and clerical corrections to the approved FY 2023 and FY 2024 Operating budget of the SFMTA and to allocate additional revenues and/or City and County discretionary revenues in order to fund additional adjustments to the operating budget, provided that the Director of Transportation shall return to the SFMTA Board of Directors for approval of technical or clerical corrections that, in aggregate, exceed a ten percent change to the SFMTA operating operating budget.

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS

RESOLUTION No. \_\_\_\_\_

WHEREAS, The Fiscal Year (FY) 2023 and FY 2024 Operating and Capital Budgets for the SFMTA are being prepared in accordance with the City Charter Section 8A.106 with the Operating Budget in the amount of \$1,356.1 million and \$1,406.9 million respectively; \$36.4 million in FY 2023 and \$66.7 million in FY 2024 for capital expenditures for a total combined appropriation for operating and capital expenditures of \$1,392.5 million in FY 2023 and \$1,473.5 million in FY 2024; and the Capital Budget in the amount of \$424 million and \$388 million respectively; and,

WHEREAS, The FY 2023 and FY 2024 Operating Budgets include a \$136 million and \$141 million Contingency Reserve, representing 10% of operating expenditures, pursuant to the Contingency Reserve Policy established in SFMTA Board Resolution No. 07-038; and,

WHEREAS, under Charter Section 8A.106(b) the SFMTA Board has received various presentations, staff reports and comments from the public and certifies that the budget is adequate in all respects to make substantial progress towards meeting the performance standards established pursuant to Charter Section 8A.103 for the fiscal years covered by the budget; and,

WHEREAS, The SFMTA's FY 2023 and FY 2024 Operating Budget includes the revenue and expenditure adjustments to reflect the Municipal Railway fare change for free service on New Year's Eve 2023 and 2024; and,

WHEREAS, the Board finds that authorizing the Director of Transportation to implement short-term experimental transit fares and parking rates for up to six months, will enable the SFMTA to respond effectively to community requests and public health and safety emergencies; and,

WHEREAS, The Director of Transportation should be authorized to make any necessary technical and clerical corrections to the approved budgets of the SFMTA and to allocate additional revenues and/or City and County discretionary revenues in order to fund additional adjustments to the operating and capital budget, provided that the Director of Transportation return to the SFMTA Board of Directors for approval of technical or clerical corrections or that allocate additional revenues and/or City and County discretionary revenues in order to fund additional adjustments to the operating budget that, in aggregate, exceed ten percent of the total SFMTA FY 2023 or FY 2024 operating or capital budgets respectively; and,

WHEREAS, The SFMTA is proposing changes to various fines, fees, rates, and charges by amending the Transportation Code for the fiscal years beginning July 1, 2022 and July 1, 2023; and,

WHEREAS, The proposed amendments to the Transportation Code to address fees and penalties for the fiscal years beginning July 1, 2022, and July 1, 2023, include, among other things, decrease to the boot removal and on-street shared vehicle fees in FY 2023, increases for

Transportation Code and Vehicle Code penalties, color curb painting fees, towing and storage fees, community service processing fees, parking meter use fee, parklet installation fee, temporary no-parking sign posting fee, signs and parking space removal/relocation fee, intellectual property license fee (film permits), non-standard vehicle permit fees, electric vehicle charging station user fee, planning/development transportation analysis review fee, development project review fee, places for people application fee, citywide variable parking meter rates, and fees for general permits including special traffic, temporary exclusive use of parking meters, residential area parking, contractor, vanpool, stationless bicycle share program application, SFMTA permit, on-street shared vehicle, press, designated shuttle stop use, farmer's market parking, temporary street closure (ISCOTT), and bus substitution fees; ISCOTT permit fees, and establishing a new color curb fee for applicants located more than 1,000 feet from the no-parking zone; and,

WHEREAS, The SFMTA is proposing to suspend Automatic Indexing Implementation Plan (AIIP) increases to Municipal Railway fare changes; extend the Free Muni for all Youth under 19 years of age; implement new fares for monthly fare capping and a discounted 10-trip pass, and authorizing all fare changes for FY 2023 to take effect the first day of the next month that is at least thirty days after the FY 2023 budget takes effect pursuant to Charter Section 8A.106, or according to the extended deadline for Board of Supervisors review as adjusted by an emergency declaration of the Mayor; and,

WHEREAS, The changes in various fees, fares, rates and charges are necessary to meet SFMTA operating expenses, including employee wages and benefits or to purchase and lease essential supplies, equipment and materials; and,

WHEREAS, Since Charter Section 16.112 requires published notice and a hearing before the SFMTA may institute or change any schedule of rates or charges which affect the public and the Board's Rules of Order require that the advertisement run for at least five days and not less than five days prior to the public hearing, advertisements were placed in the City's official newspaper on March 23-25, 27, 30 and 31, 2022, to provide notice of the public hearings held on April 5, 19, and 26, 2022, to consider the above modifications; and,

WHEREAS, The SFMTA held public hearings, in-person and online meetings to hear public comment on the two-year Operating and Capital Budgets, and the SFMTA's Citizens Advisory Committee and Finance & Administration Committee also held meetings to consider the two-year Operating and Capital Budget; and,

WHEREAS, As a result of the extensive outreach campaign, the SFMTA collected over 1,250 instances of feedback, questions, comments, and concerns on its FY 2023 and FY 2024 budget; and, in response to some of these questions and concerns, adjusted its policy proposals and budget recommendations; and,

WHEREAS, On April 7, 2022, the SFMTA, under authority delegated by the Planning Department, determined that the SFMTA Consolidated Capital and Operating Budget for Fiscal Years 2023 and 2024 is not a "project" under the California Environmental Quality Act (CEQA) pursuant Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b); and,

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and is incorporated herein by reference; and,

WHEREAS, Title VI of the Civil Rights Act of 1964 applies to programs and services receiving federal funding and prohibits discrimination based on race, color, or national origin from federally funded programs such as transit and in order to remain compliant with Title VI requirements and ensure continued federal funding, the SFMTA must analyze the impacts of fare changes on minority and low-income populations in compliance with the FTA's updated Circular 4702.1B; and,

WHEREAS, The SFMTA prepared a Title VI analysis of the impact of the proposed fare changes on low-income and minority communities in San Francisco and has determined that there is no disparate impact to minority populations or disproportionate burden to low-income populations and,

WHEREAS, Charter Section 10.104.15 allows City departments to contract for services where such services can be practically performed under private contract at a lesser cost than similar work performed by employees of the City and County, as determined by the Controller and approved annually by the Board of Supervisors; and,

WHEREAS, The SFMTA has ongoing contracts for parking citation processing and collection services; facility security services; paratransit services; parking meter collection and coin counting services; transit shelter maintenance services; and vehicle towing, storage and disposal services; and,

WHEREAS, The Controller has determined, or is expected to determine, that for FY 2023 and FY 2024, parking citation processing and collection services; facility security services; paratransit services; parking meter collection and coin counting services; transit shelter maintenance services; and vehicle towing, storage and disposal services can be practically performed by private contractors at a lesser cost than if they were performed by employees of the City; and,

WHEREAS, Charter Section 8A.106 provides that the SFMTA must submit a two-year budget by May 1 of each even year to the Mayor and Board of Supervisors; and now, therefore, be it

RESOLVED, That the SFMTA Board of Directors approves the San Francisco Municipal Transportation Agency FY 2023 and FY 2024 Operating Budget, in the amounts of \$1,356.1 million and \$1,406.9 million respectively; \$36.4 million in FY 2023 and \$66.7 million in FY 2024 for capital expenditures for a total combined appropriation for operating and capital expenditures of \$1,392.5 million in FY 2023 and \$1,473.5 million in FY 2024; and the Capital Budget in the amounts of \$424 million and \$388 million, respectively; and be it further

RESOLVED, That in accordance with the requirements of Charter Section 8A.106(b), the SFMTA certifies that the FY 2023 and FY 2024 Operating and Capital budgets are adequate in making substantial progress towards meeting the performance standards established pursuant to

Section 8A.103 for 2017 and 2024; and be it further

RESOLVED, That the SFMTA Board authorizes changes to various fines, fees, fares, rates, and charges for the fiscal years beginning July 1, 2022, and July 1, 2023, and approving the SFMTA's Title VI Fare Equity Analysis for the proposed fare changes; and be it further

RESOLVED, That the SFMTA Board approves the Title VI analysis of the impact of the proposed fare change on low-income and minority communities in San Francisco, which determined that there is no disparate impact to minority populations or disproportionate burden to low-income populations; and be it further

RESOLVED, That the SFMTA Board of Directors approves suspending AIIP increases to Municipal Railway fare changes; extend the Free Muni for all Youth under 19 years of age; implement new fares for monthly fare capping and a discounted 10-trip pass, and authorizes all fare changes for FY 2023 to take effect the first day of the next month that is at least thirty days after the FY 2023 budget takes effect pursuant to Charter section 8A.106, or according to the extended deadline for Board of Supervisors review as adjusted by an emergency declaration of the Mayor; and be it further

RESOLVED, That the SFMTA Board and Parking Authority Commission approves the additional increases to various fines, fees, rates, and charges including service vehicle rental fees, bus rerouting fees, and parking garage and lot fees; and be it further

RESOLVED, That the SFMTA Board amends Transportation Code Division II to include, among other things, increases and decreases for parking penalties, late payment penalties, special collection fees, and boot removal fees; color curb, general loading, and red zone driveway fees; towing and storage fees; community service plan processing fees; parking meter use fee; temporary no-parking sign posting fee; signs and parking space removal/relocation fee; intellectual property license fee (film permits); non-standard vehicle permit fees; planning and development transportation analysis and project review fees; citywide variable parking meter rates; and fees for general permits including special traffic, temporary exclusive use of parking meters, residential area parking, contractor, vanpool, stationless bicycle share program application, SFMTA permit, on-street shared vehicle, on-street shared electric moped parking, press, designated shuttle stop use, farmer's market parking, temporary street closure (ISCOTT) and bus substitution fees; waiving all taxi permit fees for FY 23 and FY 24; amending various provisions of the Residential Parking Permit program; and adding a fee for color curb no parking zone where the applicant is more than 1,000 feet from the no parking zone; and be it further

RESOLVED, That the SFMTA Board approves a waiver of fares on New Year's Eve 2023, between 8 PM on December 31, 2022 and 5 a.m. January 1, 2023 and on New Year's Eve 2024, between 8 PM on December 31, 2023 and 5 a.m. January 1, 2024; and be it further

RESOLVED, That the Director of Transportation is authorized to implement short-term experimental fares and parking rates up to six months which enable the SFMTA to respond effectively to community requests and public health and safety emergencies; and be it further

**RESOLVED**, That the SFMTA Board of Directors concurs with the Controller's certification that parking citation processing and collection services; facility security services; paratransit services; parking meter collection and coin counting services; transit shelter maintenance services; and vehicle towing, storage and disposal services can be practically performed by private contractors at a lesser cost than to provide the same services with City employees; and be it further

**RESOLVED**, That the SFMTA Board will continue to work diligently with the Board of Supervisors and the Mayor's Office to develop new sources of funding for SFMTA operations pursuant to Charter Section 8A.109; and be it further

**RESOLVED**, That the FY 2023 and FY 2024 Operating Budget includes \$136 million in FY 2023 and \$141 million in FY 2024 Contingency Reserves, representing 10% of operating expenditures, pursuant to the Contingency Reserve Policy established in SFMTA Board Resolution 07-038; and be it further

**RESOLVED**, That the Director of Transportation is hereby authorized to make any necessary technical and clerical corrections to the approved FY 2023 and FY 2024 Operating budget of the SFMTA and to allocate additional revenues and/or City and County discretionary revenues in order to fund additional adjustments to the operating budget, provided that the Director of Transportation shall return to the SFMTA Board of Directors for approval of technical or clerical corrections that allocate additional revenues and/or City and County discretionary revenues in order to fund additional adjustments to the operating budget that, in aggregate, exceed a ten percent change to the SFMTA operating budget.

I certify that the foregoing resolution was adopted by the Municipal Transportation Agency Board of Directors and the Parking Authority Commission at their meeting of April 19, 2022.

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Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency

## **Enclosure 1**

**RESOLUTION:**

[Transportation Code – Division II Fees and Penalties]

**Resolution amending Division II of the Transportation Code to address fees and penalties for the fiscal years beginning July 1, 2022, and July 1, 2023, including, among other things, updating the fiscal years and making increases and decreases for late payment penalties, special collection fees, and boot removal fees; Transportation Code penalites; Vehicle Code penalties; color curb, general loading, and red zone driveway fees; towing and storage fees; community service and payment plan processing fees; parking meter use fee; temporary no-parking sign posting fee; signs and parking space removal/relocation fee; intellectual property license fee (film permits); Clipper Card and Lifeline ID card replacement fees; non-standard vehicle permit fees; planning and development transportation analysis review fee; development project review fee; citywide variable parking meter rates; and fees for general permits including special traffic, temporary exclusive use of parking meters, residential area parking, contractor, vanpool, stationless bicycle share program application, SFMTA permit, on-street shared vehicle, on-street shared electric moped parking, press, designated shuttle stop use, farmer's market parking, temporary street closure (ISCOTT) and bus substitution fees; waiving all taxi permit fees for FY 23 and FY 24; amending various provisions of the Residential Parking Permit program; and adding a fee for color curb no parking zone where the applicant is more than 1,000 feet from the no parking zone.**

**NOTE:** Additions are single-underline Times New Roman; deletions are ~~strike-through Times New Roman~~.

The Municipal Transportation Agency Board of Directors of the City and County of San Francisco enacts the following regulations:

Section 1. Article 300, 400 and 900 of Division II of the Transportation Code is

hereby amended by amending Sections 301, 302, 303, 304, 305, 311, 312, 316, 317, 318, 319, 320, 322, 324, 325, 402, 901, 902 and 905, to read as follows:

**SEC. 301. LATE PAYMENT; SPECIAL COLLECTIONS AND BOOT  
REMOVAL FEE.**

Except as otherwise specified in this Code, the SFMTA may charge the following penalties and fees to persons to whom civil citations have been issued or to owners of cited vehicles for failure to either pay the citations or to contest the underlying citations by the due date affixed to the notice of violation. These fees include a DMV registration hold fee. The penalties and fees shall be as follows:

| Schedule                                                                          | FY 2021<br>Effective<br>7-1-2020 | FY 2022<br>Effective<br>7-1-2021 | FY 2023<br>Effective 7-<br>1-2022 | FY 2024<br>Effective 7-<br>1-2023 |
|-----------------------------------------------------------------------------------|----------------------------------|----------------------------------|-----------------------------------|-----------------------------------|
| After the 1st payment due date                                                    | \$37                             | \$38                             | \$38                              | \$38                              |
| After the 2nd payment due date                                                    | \$52                             | \$53                             | \$53                              | \$53                              |
| Special Collection Fee<br>(after the 2nd payment due date)                        | \$40                             | \$40                             | \$40                              | \$40                              |
| Boot Removal Fee                                                                  | \$525                            | \$550                            | \$495                             | \$505                             |
| Low Income Boot Removal Fee*                                                      | \$75                             | \$75                             | \$75                              | \$75                              |
| One-Time Boot Removal Fee for<br>People Certified as Experiencing<br>Homelessness | \$0                              | \$0                              | \$0                               | \$0                               |

\* Customers whose vehicles have been booted are eligible for the Low Income Boot Removal Fee only if they demonstrate (1) their participation in an eligible program for low income families, or (2) that their annual household income is less than or equal to 200% of Federal Poverty Level. The SFMTA shall publish the list of eligible low income programs on its website.

\*\* Customers whose vehicles have been booted are eligible for the One-Time Boot Removal Fee for People Certified as Experiencing Homelessness with certification from the San Francisco Department of Homelessness and Supportive Housing.

## **SEC. 302. TRANSPORTATION CODE PENALTY SCHEDULE.**

Violation of any of the following subsections of the Transportation Code shall be punishable by the fines set forth below.

| <b>TRANSPORTATION CODE SECTION</b> | <b>DESCRIPTION</b>                           | <u>FINE AMOUNT</u><br>Effective<br><u>July 1, 2020**</u> | <u>FINE AMOUNT</u><br>Effective<br><u>July 1, 2021**</u> | <u>FINE AMOUNT</u><br>Effective<br><u>July 1, 2022**</u> | <u>FINE AMOUNT</u><br>Effective<br><u>July 1, 2023**</u> |
|------------------------------------|----------------------------------------------|----------------------------------------------------------|----------------------------------------------------------|----------------------------------------------------------|----------------------------------------------------------|
| <b>PEDESTRIANS AND SIDEWALKS</b>   |                                              |                                                          |                                                          |                                                          |                                                          |
| Div I 7.2.10                       | Pedestrian Crossings                         | \$76                                                     | \$77                                                     | <u>\$80</u>                                              | <u>\$83</u>                                              |
| Div I 7.2.11                       | Electric Assistive Personal Mobility Devices | \$100                                                    | \$100                                                    | <u>\$103</u>                                             | <u>\$106</u>                                             |
| Div I 7.2.12                       | Bicycle Riding Restricted                    | \$100                                                    | \$100                                                    | <u>\$103</u>                                             | <u>\$106</u>                                             |
| Div I 7.2.13                       | NUV Violation                                | \$100                                                    | \$100                                                    | <u>\$103</u>                                             | <u>\$106</u>                                             |
| <b>ON-STREET PARKING</b>           |                                              |                                                          |                                                          |                                                          |                                                          |
| Div I 7.2.20                       | Residential Parking                          | \$95                                                     | \$96                                                     | <u>\$99</u>                                              | <u>\$102</u>                                             |
| Div I 7.2.22                       | Street Cleaning                              | \$83                                                     | \$84                                                     | <u>\$87</u>                                              | <u>\$90</u>                                              |
| Div I 7.2.23(a)                    | Parking Meter-Downtown Core                  | \$94                                                     | \$95                                                     | <u>\$98</u>                                              | <u>\$101</u>                                             |
| Div I 7.2.23(b)                    | Parking Meter-Outside Downtown Core          | \$84                                                     | \$86                                                     | <u>\$89</u>                                              | <u>\$92</u>                                              |
| Div I 7.2.25                       | Red Zone                                     | \$110                                                    | \$108                                                    | <u>\$108</u>                                             | <u>\$108</u>                                             |
| Div I 7.2.26                       | Yellow Zone                                  | \$110                                                    | \$108                                                    | <u>\$108</u>                                             | <u>\$108</u>                                             |
| Div I 7.2.27                       | White Zone                                   | \$110                                                    | \$108                                                    | <u>\$108</u>                                             | <u>\$108</u>                                             |
| Div I 7.2.28                       | Green Zone                                   | \$90                                                     | \$89                                                     | <u>\$92</u>                                              | <u>\$95</u>                                              |
| Div I 7.2.29                       | Parking for Three Days                       | \$75                                                     | \$74                                                     | <u>\$76</u>                                              | <u>\$79</u>                                              |
| Div I 7.2.30(a)                    | Overtime Parking Downtown Core               | \$94                                                     | \$95                                                     | <u>\$98</u>                                              | <u>\$101</u>                                             |
| Div I 7.2.30(b)                    | Overtime Parking Outside                     | \$84                                                     | \$86                                                     | <u>\$89</u>                                              | <u>\$92</u>                                              |

|                 |                                                    |        |        |        |        |
|-----------------|----------------------------------------------------|--------|--------|--------|--------|
|                 | Downtown Core                                      |        |        |        |        |
| Div I 7.2.30(c) | Overtime Meter<br>Parking<br>Downtown Core         | \$94   | \$95   | \$98   | \$101  |
| Div I 7.2.30(d) | Overtime Meter<br>Parking Outside<br>Downtown Core | \$84   | \$86   | \$89   | \$92   |
| Div I 7.2.32    | Angled Parking                                     | \$72   | \$71   | \$73   | \$75   |
| Div I 7.2.33    | Blocking<br>Residential Door                       | \$59   | \$59   | \$61   | \$63   |
| Div I 7.2.34    | Median Dividers<br>and Islands                     | \$95   | \$96   | \$99   | \$102  |
| Div I 7.2.35    | Parking on<br>Grades                               | \$65   | \$59   | \$61   | \$63   |
| Div I 7.2.36    | 100 Feet Oversize                                  | \$110  | \$108  | \$108  | \$108  |
| Div I 7.2.37    | Motorcycle<br>Parking                              | \$110  | \$108  | \$108  | \$108  |
| Div I 7.2.38    | Parking in Stand                                   | \$110  | \$108  | \$108  | \$108  |
| Div I 7.2.39    | Parking Transit-<br>Only                           | \$110  | \$108  | \$108  | \$108  |
| Div I 7.2.40    | Tow-Away Zone-<br>Downtown Core                    | \$110  | \$108  | \$108  | \$108  |
| Div I 7.2.41    | Tow-Away Zone-<br>Outside<br>Downtown Core         | \$110  | \$108  | \$108  | \$108  |
| Div I 7.2.42    | Parking<br>Restrictions                            | \$110  | \$108  | \$108  | \$108  |
| Div I 7.2.43    | Parking-Public<br>Property                         | \$79   | \$78   | \$81   | \$84   |
| Div I 7.2.44    | Misuse Disabled<br>Parking<br>Placard/License      | \$866* | \$864* | \$866* | \$866* |
| Div I 7.2.45    | Temporary<br>Parking<br>Restriction                | \$83   | \$84   | \$87   | \$90   |
| Div I 7.2.46    | Temporary<br>Construction<br>Zone                  | \$83   | \$84   | \$87   | \$90   |
| Div I 7.2.47    | Remove Chalk                                       | \$110  | \$108  | \$108  | \$108  |
| Div I 7.2.48    | Repairing Vehicle                                  | \$102  | \$102  | \$105  | \$108  |

|              |                             |       |       |              |       |
|--------------|-----------------------------|-------|-------|--------------|-------|
| Div I 7.2.49 | Permit on Wrong Car         | \$110 | \$108 | <u>\$108</u> | \$108 |
| Div I 7.2.50 | Invalid Permit              | \$110 | \$108 | <u>\$108</u> | \$108 |
| Div I 7.2.51 | Parking Marked Space        | \$65  | \$66  | <u>\$68</u>  | \$70  |
| Div I 7.2.52 | On-Street Car Share Parking | \$110 | \$108 | <u>\$108</u> | \$108 |
| Div I 7.2.54 | Large Vehicle               | \$110 | \$108 | <u>\$108</u> | \$108 |
| Div I 7.2.55 | No Parking Zone             | \$110 | \$108 | <u>\$108</u> | \$108 |

#### **OFF-STREET PARKING**

|              |                                                |        |        |               |        |
|--------------|------------------------------------------------|--------|--------|---------------|--------|
| Div I 7.2.60 | Parking Facility Charges                       | \$72   | \$71   | <u>\$73</u>   | \$75   |
| Div I 7.2.61 | Entrance/Exit Parking Facility                 | \$100  | \$99   | <u>\$102</u>  | \$105  |
| Div I 7.2.62 | Blocking Space Parking Facility                | \$76   | \$76   | <u>\$79</u>   | \$82   |
| Div I 7.2.63 | Speeding within Parking Facility               | \$100  | \$99   | <u>\$102</u>  | \$105  |
| Div I 7.2.64 | Block Charging Bay                             | \$110  | \$108  | <u>\$108</u>  | \$108  |
| Div I 7.2.65 | Overtime Parking - Off-Street Parking Meter    | \$79   | \$78   | <u>\$81</u>   | \$84   |
| Div I 7.2.66 | Misuse Disabled Parking Placard/ License Plate | \$866* | \$864* | <u>\$866*</u> | \$866* |
| Div II 1009  | SFMTA Property                                 | \$110  | \$108  | <u>\$108</u>  | \$108  |

#### **TRAFFIC REGULATIONS**

|              |                                       |                                                                                |                                                                                |                                                                                       |                                                                                |
|--------------|---------------------------------------|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| Div I 7.2.70 | Obstruction of Traffic-Vehicle        | \$110                                                                          | \$110                                                                          | <u>\$108</u>                                                                          | \$108                                                                          |
| Div I 7.2.71 | Obstruction of Traffic Without Permit | \$687                                                                          | \$702                                                                          | <u>\$725</u>                                                                          | \$749                                                                          |
| Div I 7.3.30 | Obstruction of Traffic Without Permit | \$1,000, or six months in jail, or both (4th or more offenses within one year) | \$1,000, or six months in jail, or both (4th or more offenses within one year) | <u>\$1,000, or six months in jail, or both (4th or more offenses within one year)</u> | \$1,000, or six months in jail, or both (4th or more offenses within one year) |

|              |                               |       |       |              |                  |
|--------------|-------------------------------|-------|-------|--------------|------------------|
|              |                               |       |       |              | <u>one year)</u> |
| Div I 7.2.72 | Driving in Transit-Only Area  | \$89  | \$91  | \$94         | \$97             |
| Div I 7.2.73 | Driving Through Parades       | \$100 | \$100 | <u>\$100</u> | <u>\$100</u>     |
| Div I 7.2.74 | Streetcar Right-of-Way        | \$100 | \$100 | <u>\$100</u> | <u>\$100</u>     |
| Div I 7.2.75 | Passing Safety Zones          | \$100 | \$100 | <u>\$100</u> | <u>\$100</u>     |
| Div I 7.2.76 | Removal of Vehicles-Collision | \$100 | \$100 | <u>\$100</u> | <u>\$100</u>     |
| Div I 7.2.77 | Weight Restricted Streets     | \$100 | \$100 | <u>\$100</u> | <u>\$100</u>     |

#### **COMMERCIAL VEHICLES**

|               |                                                  |       |       |              |              |
|---------------|--------------------------------------------------|-------|-------|--------------|--------------|
| Div I 7.2.80  | Vehicles for Hire Parking                        | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| Div I 7.2.81  | Advertising Sign                                 | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| Div I 7.2.82  | Selling from Vehicle                             | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| Div I 7.2.83  | Truck Loading Zone                               | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| Div I 7.2.84  | Commercial Vehicle Parking Restrictions          | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| Div I 7.2.86  | Idling Engine While Parked                       | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| Div I 7.2.87  | Commercial Passenger Vehicle Street Restrictions | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| Div. I 7.2.88 | For Sale Sign                                    | \$72  | \$71  | <u>\$73</u>  | <u>\$75</u>  |

#### **TRANSIT VIOLATIONS**

|               |                      |       |       |              |              |
|---------------|----------------------|-------|-------|--------------|--------------|
| Div I 7.2.101 | Fare Evasion         | \$125 | \$125 | <u>\$125</u> | <u>\$125</u> |
| Div I 7.2.102 | Passenger Misconduct | \$125 | \$125 | <u>\$129</u> | <u>\$135</u> |
| Div I 7.2.103 | Fare Evasion –       | \$64  | \$64  | <u>\$64</u>  | <u>\$64</u>  |

|                                                   |                                                                                                                             |       |        |               |               |
|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|-------|--------|---------------|---------------|
|                                                   | Youth Violation                                                                                                             |       |        |               |               |
| Div I 7.2.104                                     | Passenger Misconduct – Youth Violation                                                                                      | \$64  | \$64   | <u>\$66</u>   | <u>\$68</u>   |
| <b>SHARED MOBILITY DEVICE SERVICES VIOLATIONS</b> |                                                                                                                             |       |        |               |               |
| Div I 7.2.110                                     | Shared Mobility Device Service Parking (Shared Mobility Device Service That Does Not Hold an SFMTA Permit or Authorization) |       |        |               |               |
|                                                   | First offense                                                                                                               | \$100 | \$100  | <u>\$100</u>  | <u>\$100</u>  |
|                                                   | Second offense within one year of first offense                                                                             | \$200 | \$200  | <u>\$200</u>  | <u>\$200</u>  |
|                                                   | Third or subsequent offense with one year of first offense                                                                  | \$500 | \$500  | <u>\$500</u>  | <u>\$500</u>  |
| Div I 7.2.110                                     | Operating a Shared Mobility Device Service without a Permit or Authorization                                                |       |        |               |               |
|                                                   | First offense                                                                                                               |       | \$2500 | <u>\$2500</u> | <u>\$2500</u> |
|                                                   | Second offense within one year of the first offense                                                                         |       | \$5000 | <u>\$5000</u> | <u>\$5000</u> |
| Div I 7.2.110                                     | Shared Mobility Device Service Parking (Shared Mobility Device Service Operators that Hold a SFMTA Permit or Authorization) | \$100 | \$100  | <u>\$100</u>  | <u>\$100</u>  |
| Div I 7.2.111                                     | Powered Scooter                                                                                                             |       |        |               |               |

|               |                                                                                                 |       |       |              |              |
|---------------|-------------------------------------------------------------------------------------------------|-------|-------|--------------|--------------|
|               | Share Parking<br><br>(Powered Scooter Share Operators That Do Not Hold A SFMTA Permit)          |       |       |              |              |
|               | First offense                                                                                   | \$100 | \$100 | <u>\$100</u> | <u>\$100</u> |
|               | Second offense within one year of first offense                                                 | \$200 | \$200 | <u>\$200</u> | <u>\$200</u> |
|               | Third or subsequent offense within one year of first offense                                    | \$500 | \$500 | <u>\$500</u> | <u>\$500</u> |
| Div I 7.2.111 | Powered Scooter Share Parking<br><br>(Powered Scooter Share Operators That Hold a SFMTA Permit) | \$100 | \$100 | <u>\$100</u> | <u>\$100</u> |

\* This fine includes a 10% additional penalty assessment as mandated by California Vehicle Code 40203.6.

**\*\* Note:**

The California State Legislature has imposed additional fees applicable to all parking citations. As a result, the total fine amount for parking citations includes the following fees: \$4.50 for the state courthouse construction fee, \$1.00 for the local courthouse construction fee, and \$3 for the Trial Court Trust Fund fee.

**SEC. 303. CALIFORNIA VEHICLE CODE PENALTY SCHEDULE.**

Violation of any of the following subsections of the Vehicle Code (VC) shall be punishable by the fines set forth below. The fine amounts listed in this Section 303 shall apply to any citation issued using a former Traffic Code section number that is listed next to the

corresponding Vehicle Code section below.

| <b>CODE</b>      | <b>DESCRIPTION</b>                          | <u>FINE<br/>AMOUNT</u><br><u>Effective<br/>July 1,<br/>2020**</u> | <u>FINE<br/>AMOUNT</u><br><u>Effective<br/>July 1,<br/>2021**</u> | <u>FINE<br/>AMOUNT</u><br><u>Effective<br/>July 1,<br/>2022**</u> | <u>FINE<br/>AMOUNT</u><br><u>Effective<br/>July 1,<br/>2023**</u> |
|------------------|---------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------------|
| VC4000A          | No Evidence of Current Registration         | \$209                                                             | \$209                                                             | \$209                                                             | \$209                                                             |
| VC4461C          | Displaying Placard Not Issued to Person     | \$866*                                                            | \$864*                                                            | \$864*                                                            | \$864*                                                            |
| VC4462B          | Improper Registered Plates                  | \$121                                                             | \$121                                                             | \$121                                                             | \$121                                                             |
| VC4463C          | Fraudulent Display of Placard               | \$866*                                                            | \$864*                                                            | \$864*                                                            | \$864*                                                            |
| VC4464           | Altered Plates                              | \$121                                                             | \$121                                                             | \$121                                                             | \$121                                                             |
| VC5200           | Display License Plates                      | \$121                                                             | \$121                                                             | \$121                                                             | \$121                                                             |
| VC5201A          | Plates/Mounting                             | \$121                                                             | \$121                                                             | \$121                                                             | \$121                                                             |
| VC5201B          | Failure to Replace Temporary License Plates | \$121                                                             | \$121                                                             | \$121                                                             | \$121                                                             |
| VC5201C          | Plate Cover                                 | \$121                                                             | \$121                                                             | \$121                                                             | \$121                                                             |
| VC5202           | No Plates                                   | \$121                                                             | \$121                                                             | \$121                                                             | \$121                                                             |
| VC5204A          | Tabs                                        | \$121                                                             | \$121                                                             | \$121                                                             | \$121                                                             |
| VC21113A         | School/Pub Ground                           | \$89                                                              | \$90                                                              | \$93                                                              | \$96                                                              |
| VC21211<br>(38N) | Bicycle Path/Lanes                          | \$162                                                             | \$162                                                             | \$162                                                             | \$162                                                             |
| VC22500A         | Parking in Intersection                     | \$110                                                             | \$108                                                             | \$108                                                             | \$108                                                             |
| VC22500B         | Parking in Crosswalk                        | \$110                                                             | \$108                                                             | \$108                                                             | \$108                                                             |
| VC22500C         | Safety Zone                                 | \$110                                                             | \$108                                                             | \$108                                                             | \$108                                                             |
| VC22500D         | 15 ft. Fire Station                         | \$110                                                             | \$108                                                             | \$108                                                             | \$108                                                             |
| VC22500E         | Driveway                                    | \$110                                                             | \$108                                                             | \$108                                                             | \$108                                                             |
| VC22500F         | On Sidewalk                                 | \$110                                                             | \$108                                                             | \$108                                                             | \$108                                                             |

|                       |                                                        |        |        |        |        |
|-----------------------|--------------------------------------------------------|--------|--------|--------|--------|
| VC22500G              | Excavation                                             | \$76   | \$76   | \$79   | \$82   |
| VC22500H              | Double Parking                                         | \$110  | \$108  | \$108  | \$108  |
| VC22500I              | Bus Zone                                               | \$350  | \$356  | \$368  | \$380  |
| VC22500J              | Tube or Tunnel                                         | \$76   | \$76   | \$79   | \$82   |
| VC22500K              | Bridge                                                 | \$76   | \$76   | \$79   | \$82   |
| VC22500L              | Wheelchair Access                                      | \$400  | \$416  | \$430  | \$444  |
| VC22500.1<br>(32.4.A) | Parking in Fire Lane                                   | \$95   | \$96   | \$99   | \$102  |
| VC22502A              | Over 18 inches From Curb                               | \$76   | \$76   | \$79   | \$82   |
| VC22502B              | Wrong Way Parking                                      | \$76   | \$76   | \$79   | \$82   |
| VC22502E              | One-Way Road/Parking                                   | \$76   | \$76   | \$79   | \$82   |
| VC22505B              | Unauthorized Stopping                                  | \$76   | \$76   | \$79   | \$82   |
| VC22507.8A            | Parking in Blue Zone Without Placard/Plate             | \$400  | \$416  | \$430  | \$444  |
| VC22507.8B            | Blocking Access to Blue Zone                           | \$400  | \$416  | \$430  | \$444  |
| VC22507.8C            | Parking in the Crosshatch Area Adjacent to a Blue Zone | \$400  | \$416  | \$430  | \$444  |
| VC22514               | Fire Hydrant                                           | \$110  | \$108  | \$108  | \$108  |
| VC22515A              | Unattended Motor Vehicle                               | \$110  | \$108  | \$108  | \$108  |
| VC22515B              | Unsecured Motor Vehicle                                | \$110  | \$108  | \$108  | \$108  |
| VC22516               | Locked Vehicle                                         | \$89   | \$91   | \$94   | \$97   |
| VC22521               | Railroad Tracks                                        | \$110  | \$108  | \$108  | \$108  |
| VC22522               | W/3 ft Wheelchair Ramp                                 | \$298* | \$298* | \$298* | \$298* |
| VC22523A              | Abandoned Vehicle/Highway                              | \$241  | \$246  | \$254  | \$262  |
| VC22523B              | Abandoned Vehicle/Public or Private Prop               | \$241  | \$246  | \$254  | \$262  |

|          |                                     |       |       |              |              |
|----------|-------------------------------------|-------|-------|--------------|--------------|
| VC22526A | Blocking Intersection               | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| VC22526B | Blocking Intersection While Turning | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| VC23333  | Park/Veh Crossing                   | \$162 | \$162 | <u>\$162</u> | <u>\$162</u> |

\* This fine includes a 10% additional penalty assessment as mandated by California Vehicle Code 40203.6.

**\*\* Note:**

The California State Legislature has imposed additional fees applicable to all parking citations. As a result, the total fine amount for parking citations includes the following fees: \$4.50 for the state courthouse construction fee, \$1.00 for the local courthouse construction fee, and \$3.00 for the Trial Court Trust Fund fee.

**SEC. 304. COLOR CURB, GENERAL LOADING, AND RED ZONE DRIVEWAY FEES.**

(a) Fees. When a request for color curb, general loading, or driveway red zones is received by the SFMTA, the City Traffic Engineer is authorized to administer and collect an application/processing fee, an installation fee, and a renewal fee from the requestor. The SFMTA may also charge a fee for the installation of a short-term parking meter. The fees shall be as follows:

**Table 304: COLOR CURB, GENERAL LOADING, AND DRIVEWAY RED ZONE FEE SCHEDULE**

| Applicable Fee                                                                 | FY 2021<br><del>Effective 7-1-2020</del> | FY 2022<br><del>Effective 7-1-2021</del> | FY 2023<br><del>Effective 7-1-2022</del> | FY 2024<br><del>Effective 7-1-2023</del> |
|--------------------------------------------------------------------------------|------------------------------------------|------------------------------------------|------------------------------------------|------------------------------------------|
| <b>White Zones, Green Zones, or General Loading Zones (“No Parking Zones”)</b> |                                          |                                          |                                          |                                          |
| Application Fee: Flat Rate for All Lengths                                     | \$750                                    | \$775                                    | \$825                                    | \$850                                    |
| Initial Installation Fee and Renewal Fee Every 2 Years                         | Per 22 linear feet or                    |

|                                                                                                        |                                                        |                                                        |                                                         |                                                         |
|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------|--------------------------------------------------------|---------------------------------------------------------|---------------------------------------------------------|
| After Installation                                                                                     | <del>fraction thereof: \$500<br/>Maximum: \$2500</del> | <del>fraction thereof: \$525<br/>Maximum: \$2500</del> | <del>fraction thereof: \$555<br/>Maximum: \$2,500</del> | <del>fraction thereof: \$575<br/>Maximum: \$2,875</del> |
| <b>Driveway Red Zone</b>                                                                               |                                                        |                                                        |                                                         |                                                         |
| Application Fee                                                                                        | \$250                                                  | \$255                                                  | \$350                                                   | \$385                                                   |
| Painting Fee                                                                                           | <del>\$225 per 6 linear feet or fraction thereof</del> | <del>\$230 per 6 linear feet or fraction thereof</del> | <del>\$300 per 6 linear feet or fraction thereof</del>  | <del>\$330 per 6 linear feet or fraction thereof</del>  |
| <u>No Parking Zone: Applicant More Than 1,000 Feet Away</u>                                            |                                                        |                                                        |                                                         |                                                         |
| Application Fee                                                                                        |                                                        |                                                        | \$4,500                                                 | \$4,650                                                 |
| <u>Initial Installation Fee and Renewal Fee Every 2 Years</u><br><u>After Installation: 0-22 feet</u>  |                                                        |                                                        | \$2,200                                                 | \$2,275                                                 |
| <u>Initial Installation Fee and Renewal Fee Every 2 Years</u><br><u>After Installation: 23-44 feet</u> |                                                        |                                                        | \$4,400                                                 | \$4,550                                                 |
| <u>Initial Installation Fee and Renewal Fee Every 2 Years</u><br><u>After Installation: 45-66 feet</u> |                                                        |                                                        | \$6,600                                                 | \$6,820                                                 |
| <u>Initial Installation Fee and Renewal Fee Every 2 Years</u><br><u>After Installation: 45-66 feet</u> |                                                        |                                                        | \$8,800                                                 | \$9,100                                                 |
| <u>Initial Installation Fee and Renewal Fee Every 2 Years</u><br><u>After Installation: 89+ feet</u>   |                                                        |                                                        | \$11,000                                                | \$11,370                                                |

(b) Exemptions from White Zone Fees. The following entities shall be exempt from paying white zone fees so long as such entities are primarily conducting nonprofit activities at the location of the white zone:

(1) Any public agency or building operated by a federal, state, or local government which is open to the general public and provides services to the general public including all public schools and other educational facilities operated by the San Francisco Unified School District; and

(2) Buildings occupied by private nonprofit organizations whose exclusive function is serving senior citizens and persons with disabilities at no cost to these individuals.

(c) Nothing in this Section 304 is intended to limit the SFMTA's ability to install color curb markings on its own initiative.

### **SEC. 305. TOWING AND STORAGE FEES.**

(a) Fees.

(1) The SFMTA shall charge the registered owner of a towed vehicle, or the registered owner's agent claiming a towed vehicle, or the renter of a towed vehicle, the following fees to reimburse the City for its costs related to the removal, storage, sale, or release of vehicles towed from the public right-of-way, public property, or private property:

| <b>Fee Type</b>                                                                                                                                              | <b>Fee Amount<br/>Effective July 1,<br/>2020</b> | <b>Fee Amount<br/>Effective July<br/>1, 2021</b> | <b>Fee Amount<br/><u>Effective</u><br/><u>July 1, 2022</u></b> | <b>Fee Amount<br/><u>Effective</u><br/><u>July 1, 2023</u></b> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|--------------------------------------------------|----------------------------------------------------------------|----------------------------------------------------------------|
| <b>SFMTA Administrative Fees</b>                                                                                                                             |                                                  |                                                  |                                                                |                                                                |
| Administrative Fee (other than First Tow or Low Income)                                                                                                      | \$318                                            | \$325                                            | \$336                                                          | \$347                                                          |
| First Tow (reduced fee available only to registered owner of towed vehicle, registered owner's agent claiming the towed vehicle, or renter of towed vehicle) | \$268                                            | \$275                                            | \$284                                                          | \$293                                                          |
| Low Income (fee waiver available only to registered owner or renter of towed vehicle)                                                                        | \$0                                              | \$0                                              | \$0                                                            | \$0                                                            |
| <b>Tow Fees</b>                                                                                                                                              |                                                  |                                                  |                                                                |                                                                |
| (Tow contract fees charged to registered or legal owner, owner's agent, or renters claiming the towed vehicle.)                                              |                                                  |                                                  |                                                                |                                                                |
| One-Time Tow Fee Waiver for People Certified as Experiencing Homelessness                                                                                    | \$0                                              | \$0                                              | \$0                                                            | \$0                                                            |
| Low-Income Tow Fee                                                                                                                                           | \$100                                            | \$100                                            | \$100                                                          | \$100                                                          |
| Light Duty Vehicles under 10,000 GVW (e.g., cars, light duty trucks, vehicles with                                                                           | \$256                                            | \$268                                            | \$277                                                          | \$286                                                          |

|                                                                                                                                                                                                 |              |              |              |              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|--------------|--------------|
| trailers, unattached trailers, motorcycles, and scooters)                                                                                                                                       |              |              |              |              |
| Medium Duty Vehicles over 10,000 GVW (e.g., trucks, buses, and unattached trailers)                                                                                                             | \$256        | \$268        | <u>\$277</u> | <u>\$286</u> |
| Heavy Duty Vehicles over 26,000 GVW (e.g., buses, tractor trucks, and/or trailers)                                                                                                              | <u>\$256</u> | <u>\$268</u> | <u>\$277</u> | <u>\$286</u> |
| Dolly Fee                                                                                                                                                                                       | \$46         | \$47         | <u>\$49</u>  | <u>\$51</u>  |
| <b>Storage Fees</b>                                                                                                                                                                             |              |              |              |              |
| (Storage fees charged to registered or legal owner, or owner's agent claiming the towed vehicle; storage fees waived if vehicle is picked up within four hours of arrival at storage facility.) |              |              |              |              |
| Storage Fee – Motorcycles/Scooters – first 24 hours or part thereof                                                                                                                             | \$21.50      | \$22         | <u>\$23</u>  | <u>\$24</u>  |
| Storage Fee – Motorcycles/Scooters – every full calendar day (or part thereof) following the first 24 hours                                                                                     | \$26         | \$27         | <u>\$28</u>  | <u>\$29</u>  |
| Storage Fee – Light Duty Vehicles (other than motorcycles/scooters) – first 24 hours or part thereof                                                                                            | \$56.50      | \$58         | <u>\$60</u>  | <u>\$62</u>  |
| Storage Fee – Light Duty Vehicles (other than motorcycles/scooters) – every full calendar day (or part thereof) following the first 24 hours                                                    | \$67.50      | \$69.50      | <u>\$72</u>  | <u>\$74</u>  |
| Storage Fee – Medium Duty Vehicles – first 24 hours or part thereof                                                                                                                             | \$78         | \$80.50      | <u>\$83</u>  | <u>\$86</u>  |
| Storage Fee – Medium Duty Vehicles – every full calendar day (or part thereof) following the first 24 hours                                                                                     | \$93.50      | \$96         | <u>\$99</u>  | <u>\$102</u> |
| Storage Fee – Heavy Duty Vehicles – first 24 hours or part thereof                                                                                                                              | \$115        | \$118        | <u>\$122</u> | <u>\$126</u> |
| Storage Fee – Heavy Duty Vehicles – every full calendar day (or part thereof) following the first 24 hours                                                                                      | \$138        | \$142        | <u>\$147</u> | <u>\$152</u> |

| <b>Tow-Back Fees</b>                                                                                                                 |       |       |       |       |
|--------------------------------------------------------------------------------------------------------------------------------------|-------|-------|-------|-------|
| (Upon customer's request, and only if all towing and storage fees are paid, SFMTA may tow vehicle to a location customer specifies.) |       |       |       |       |
| Tow-back service                                                                                                                     | \$256 | \$268 | \$277 | \$286 |
| <b>Lien Fees</b>                                                                                                                     |       |       |       |       |
| Vehicles valued at \$4,000 or less (upon lien initiation)                                                                            | \$35  | \$35  | \$36  | \$37  |
| Vehicles valued at more than \$4,000 (upon lien initiation)                                                                          | \$50  | \$50  | \$52  | \$54  |
| Vehicles valued at \$4,000 or less (upon lien completion)                                                                            | \$35  | \$35  | \$36  | \$37  |
| Vehicles valued at more than \$4,000 (upon lien completion)                                                                          | \$50  | \$50  | \$52  | \$54  |

(A) The SFMTA shall charge the registered owner or the registered owner's agent claiming the towed vehicle the First Tow reduced administrative fee only if the vehicle has not previously been towed by the SFPD or SFMTA while registered to its current owner. The SFMTA shall charge the renter of the towed vehicle the First Tow reduced administrative fee only if the SFPD or SFMTA has not previously towed any vehicle registered to or rented by the renter of the towed vehicle.

(B) The SFMTA shall waive the administrative fee, any applicable dolly fee, any applicable lien fees, and the storage fees that would otherwise accrue during the first 24 hours and up to 14 consecutive calendar days thereafter that the vehicle is stored, and instead apply the Low Income Tow Fee only if the registered owner or renter of the towed vehicle (1) establishes his or her participation in an eligible program for low income families or individuals, (2) establishes that his or her annual household income is less than or equal to 200% of the Federal Poverty Level, and (3) removes the vehicle from impound. The SFMTA shall publish the list of eligible low income programs on its website.

(C) The SFMTA shall waive the administrative fee, any applicable dolly fee, any applicable lien fees, and the storage fees that would otherwise accrue during the first 24 hours and up to 30~~14~~ consecutive calendar days thereafter that the vehicle is stored, and instead grant a

One-Time Tow Fee Waiver for People Certified as Experiencing Homelessness only if the registered owner or renter of the towed vehicle (1) provides certification from the Department of Homelessness and Supportive Housing, (2) has not previously been granted the One-Time Tow Fee Waiver for People Certified as Experiencing Homelessness, and (3) removes the vehicle from impound.

(D) Notwithstanding any other provision of this Code, the reduced fees and waivers provided under subsections (A), (B), or (C) above shall not be available to either a registered owner of a towed vehicle or a registered owner's agent claiming a towed vehicle if (i) the towed vehicle's registered owner is a business, including but not limited to a partnership, trust, for-profit corporation, or non-profit corporation, or (ii) the vehicle was towed because of or in connection with an act which would constitute a felony or misdemeanor, or which would be punishable, in the discretion of the court, either as a felony or misdemeanor, under any law of the City and County of San Francisco, the State of California, or the United States.<sup>1</sup>

(E) A renter of the towed vehicle shall be eligible for the reduced fees and waivers provided under subsections (A), (B), and (C) only if the towed vehicle's rental agreement identifies the renter as the vehicle's driver.

(2) The SFMTA shall charge the purchaser of a towed vehicle sold at a lien sale the following fees related to the sale:

| Auction Sales Service Fees<br>(Based on vehicle sale amount) |                                         |                                         |                                                 |                                                 |
|--------------------------------------------------------------|-----------------------------------------|-----------------------------------------|-------------------------------------------------|-------------------------------------------------|
| Fee Type                                                     | Fee Amount<br>Effective July<br>1, 2020 | Fee Amount<br>Effective July<br>1, 2021 | Fee Amount<br><u>Effective July 1,<br/>2022</u> | Fee Amount<br><u>Effective July 1,<br/>2023</u> |
| \$0 - \$249.99                                               | \$45                                    | \$45                                    | \$46                                            | \$48                                            |
| \$250 - \$499.99                                             | \$75                                    | \$75                                    | \$77                                            | \$80                                            |
| \$500 - \$999.99                                             | \$150                                   | \$150                                   | \$155                                           | \$160                                           |
| \$1,000 - \$1,499.99                                         | \$250                                   | \$250                                   | \$258                                           | \$267                                           |
| \$1,500 - \$1,999.99                                         | \$350                                   | \$350                                   | \$362                                           | \$374                                           |
| \$2,000 - \$2,499.99                                         | \$450                                   | \$450                                   | \$465                                           | \$480                                           |
| \$2,500 - \$4,999.99                                         | \$750                                   | \$750                                   | \$775                                           | \$801                                           |
| \$5,000 and above                                            | \$1,000                                 | \$1,000                                 | \$1,033                                         | \$1,067                                         |

- (b) Reimbursement and Waiver of Towing and Storage Fees.
  - (1) Any fees charged or authorized under subsection (a) in connection with the towing, storage, or lien of vehicles towed from the public right-of-way, public property, or private property may be waived for, or reimbursed to, the registered or legal owner of the vehicle if the fees were incurred:
    - (A) Because the vehicle was towed or stored by order of the Police Department to examine the vehicle for evidence of a crime;
    - (B) Because the vehicle was towed or stored by order of the Police Department or the SFMTA and said towing or storage was not authorized by state or local law;
    - (C) Because the Police Department or the SFMTA erroneously reported, filed, or recorded the circumstances of the towing or storage of the vehicle; or
    - (D) Because the vehicle was towed or stored by order of the Police Department or the SFMTA for removal of components of the vehicle, which components were placed on the vehicle in violation of Section 10751 of the Vehicle Code.
  - (2) Upon verifiable proof that the vehicle was reported stolen before it was towed, or upon a determination by the Police Department that the vehicle was stolen, and if the vehicle owner is an individual, the SFMTA shall waive for, or reimburse to, the registered or legal owner:
    - (A) The administrative, towing, and lien fees established in subsection (a), above; and
    - (B) The storage fees that would otherwise accrue during the first 24 hours and two consecutive calendar days thereafter that the vehicle is stored.
  - (3) Neither the waivers nor reimbursements of fees available under subsection (b)(2) above for stolen vehicles shall be available if the towed vehicle's registered owner is a business, including but not limited to a partnership, for-profit corporation, or non-profit corporation, or if the registered owner rents the towed vehicle to other persons as part of a peer-to-peer, person-to-person, or other social car sharing enterprise.
- (c) Prohibition on Waiver and Reimbursement of Towing and Storage Fees. No

reimbursement or waiver shall be made to the registered or legal owner of a vehicle pursuant to the provisions of subsection (b)(1) or (2), above, if:

(1) The owner or person in lawful possession of the vehicle is chargeable with violation of any law of the City and County of San Francisco, the State of California, or the United States, and said charge relates to the towing and storage of the vehicle or the removal of component parts thereof; or

(2) Reimbursement or waiver is requested pursuant to subsections (b)(1)(B) or (b)(1)(C), above, and the City's error in ordering, reporting, filing or recording the tow is attributable, in part, to the conduct of the registered owner, legal owner, or one in lawful possession of the vehicle; or

(3) The registered or legal owner of the vehicle, including a firm or corporation that owns vehicles used for commercial purposes, cannot show evidence of financial responsibility for said vehicle as required by Section 16020 of the California Vehicle Code.

(d) Application for Reimbursement or Waiver.

(1) Requests for reimbursement of partial or full fees by individuals eligible for the reduced fees or waivers provided under Section 305 must be presented to the Director of the SFMTA or his or her designee, on a form provided therefor, within 30 days of payment of the full fees. The Director, or his or her designee, may, in his or her sole discretion, extend this deadline for good cause shown.

(2) Requests for reimbursement or waiver shall be itemized, describing all circumstances known to the requesting party. The Director of the SFMTA or his or her designee may request such additional information as necessary to determine the legitimacy of the request for reimbursement or waiver.

(3) All requests for reimbursement or waiver shall be made under penalty of perjury.

(4) The amount of the requested reimbursement or waiver shall not exceed the actual fees charged to the individual or entity requesting reimbursement or waiver.

(e) Prosecution of Person Responsible. No request for reimbursement or waiver shall

be considered by the Director of the SFMTA or his or her designee unless and until the person requesting reimbursement or waiver agrees in writing that said person will fully cooperate in the investigation or prosecution of any person or persons responsible for any violation of law giving rise to the request for reimbursement or waiver.

(f) Subrogation. Whenever reimbursement or waiver is made pursuant to this Section 305, the City and County of San Francisco is subrogated to all rights and privileges, at law or equity, of the person, or his or her heirs or assigns, to whom payment was made to recover any monies, from any source whatsoever, due to the person requesting reimbursement or waiver arising from the activity that caused the fees to be incurred.

(g) Procedures. The Director of Transportation may establish such procedures as he or she deems appropriate to facilitate the waiver and reimbursement of towing and storage fees, and the reduction of administrative fees, in accordance with this Section 305.

## **SEC. 311. COMMUNITY SERVICE AND PAYMENT PLAN PROCESSING FEES.**

(a) Community Service Plan: A fee to reimburse the SFMTA for costs associated with processing requests for community service in-lieu of payment for parking or transit violation citations. The amount for this fee shall be as set forth below.

| <b>Total Outstanding Fine/Penalty Amount</b> | <b>Processing Fee*</b><br><u>Effective Date</u><br><u>July 1, 2020</u> | <b>Processing Fee Effective Date</b><br><u>July 1, 2021</u> | <b>Processing Fee*</b><br><u>Effective Date</u><br><u>July 1, 2022</u> | <b>Processing Fee*</b><br><u>Effective Date</u><br><u>July 1, 2023</u> |
|----------------------------------------------|------------------------------------------------------------------------|-------------------------------------------------------------|------------------------------------------------------------------------|------------------------------------------------------------------------|
| \$300 or less                                | \$26                                                                   | \$27                                                        | \$27                                                                   | \$27                                                                   |
| \$301 to \$600                               | \$52                                                                   | \$54                                                        | \$54                                                                   | \$54                                                                   |
| \$601 to \$1,000                             | \$77                                                                   | \$79                                                        | \$79                                                                   | \$79                                                                   |

\*The SFMTA may grant a fee waiver once per calendar year for low-income customers whose income is at or below 200% of the Federal Poverty level.

(b) Payment Plan: A fee to reimburse the SFMTA for costs associated with

establishing a payment plan for parking or transit violation citations. The amount for this fee shall be as set forth below:

| <b>Payment Plan</b>     | <b>Processing Fee<br/>Effective Date<br/><u>July 1, 2020</u></b> | <b>Processing Fee<br/>Effective Date<br/><u>July 1, 2021</u></b> | <b>Processing Fee<br/>Effective Date<br/><u>July 1, 2022</u></b> | <b>Processing Fee<br/>Effective Date<br/><u>July 1, 2023</u></b> |
|-------------------------|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|
| Fee Per Plan-Low Income | \$5                                                              | \$5                                                              | <u>\$5</u>                                                       | <u>\$5</u>                                                       |
| Fee Per Plan-Standard   | \$25                                                             | \$25                                                             | <u>\$25</u>                                                      | <u>\$25</u>                                                      |

### **SEC. 312. PARKING METER USE FEE.**

A fee charged for rendering Parking meters inaccessible to parking due to activities that are non-construction related and do not require either a Temporary Exclusive Use Parking Meter Permit issued pursuant to Section 904 of this Code, or a Temporary Use or Occupancy of Public Streets permit issued pursuant to Article 6 of this Code. The fee shall be \$13.0015.00 per day per metered Parking space effective July 1, 20202022. The fee shall be shall be<sup>1</sup> 14.00\$16.00 per day per metered Parking space effective July 1, 20242023.

### **SEC. 316. TEMPORARY NO-PARKING SIGN POSTING FEE.**

A fee to reimburse the SFMTA for costs incurred for posting temporary no-parking signs for Special Events, Film Production, and Residential or Commercial Moves based on the number of signs posted. The fee shall be as follows:

**Table 316: TEMPORARY NO-PARKING SIGN POSTING FEE SCHEDULE**

| <b>Number of Signs Posted</b>                                                | <b>FY 2021<br/>Effective July 1,<br/>2020</b> | <b>FY 2022<br/>Effective July 1,<br/>2021</b> | <b>FY 2023<br/>Effective July 1,<br/>2022</b> | <b>FY 2024<br/>Effective July 1,<br/>2023</b> |
|------------------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------------|-----------------------------------------------|-----------------------------------------------|
| <b>Application filed 14 days before a permitted event approved by ISCOTT</b> |                                               |                                               |                                               |                                               |
| 1 to 4                                                                       | \$295                                         | \$302                                         | \$312                                         | \$322                                         |
| 5 to 9                                                                       | \$395                                         | \$404                                         | \$417                                         | \$431                                         |
| 10 to 15                                                                     | \$493                                         | \$504                                         | \$521                                         | \$538                                         |
| 16 to 21                                                                     | \$593                                         | \$606                                         | \$626                                         | \$647                                         |
| 22 to 28                                                                     | \$689                                         | \$705                                         | \$728                                         | \$752                                         |
| 29 to 35                                                                     | \$789                                         | \$807                                         | \$834                                         | \$861                                         |

|                                     |                               |                               |                               |                               |
|-------------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| 36 to 43                            | \$888                         | \$908                         | \$938                         | \$969                         |
| 44 to 51                            | \$988                         | \$1,010                       | \$1,043                       | \$1,078                       |
| 52 or more                          | \$17 for each additional sign | \$17 for each additional sign | \$18 for each additional sign | \$18 for each additional sign |
| Self-Posting Fee for Special Events | \$10 per sign                 | \$10 per sign                 | \$10 per sign                 | \$11 per sign                 |

**Application filed 13 or fewer days before a permitted event approved by ISCOTT**

|                                     |                               |                               |                               |                               |
|-------------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| 1 to 4                              | \$412                         | \$421                         | \$435                         | \$449                         |
| 5 to 9                              | \$511                         | \$522                         | \$539                         | \$557                         |
| 10 to 15                            | \$610                         | \$623                         | \$644                         | \$665                         |
| 16 to 21                            | \$708                         | \$724                         | \$748                         | \$773                         |
| 22 to 28                            | \$806                         | \$824                         | \$851                         | \$879                         |
| 29 to 35                            | \$905                         | \$925                         | \$956                         | \$987                         |
| 36 to 43                            | \$1,005                       | \$1,027                       | \$1,061                       | \$1,096                       |
| 44 to 51                            | \$1,104                       | \$1,128                       | \$1,165                       | \$1,204                       |
| 52 or more                          | \$17 for each additional sign | \$17 for each additional sign | \$18 for each additional sign | \$18 for each additional sign |
| Self-Posting Fee for Special Events | \$10 per sign                 | \$10 per sign                 | \$10 per sign                 | \$11 per sign                 |

**Applications filed for 311 Temporary Signs  
(up to 3 days)**

|                                                                        |                               |                               |                               |                               |
|------------------------------------------------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| 1 to 4                                                                 | \$304                         | \$310                         | \$315                         | \$310                         |
| 5 to 9                                                                 | \$404                         | \$412                         | \$426                         | \$412                         |
| 10 to 15                                                               | \$507                         | \$518                         | \$535                         | \$518                         |
| 16 to 21                                                               | \$609                         | \$622                         | \$643                         | \$622                         |
| 22 to 28                                                               | \$707                         | \$723                         | \$747                         | \$723                         |
| 29 to 35                                                               | \$810                         | \$828                         | \$855                         | \$828                         |
| 36 to 43                                                               | \$910                         | \$930                         | \$961                         | \$930                         |
| 44 to 51                                                               | \$1,013                       | \$1,035                       | \$1,069                       | \$1,035                       |
| 52 or more Signs                                                       | \$17 for each additional sign | \$17 for each additional sign | \$18 for each additional sign | \$18 for each additional sign |
| Application Filed for 311 Temporary Signs Additional Fee (4 to 7 days) | \$53                          | \$54                          | \$56                          | \$58                          |
| Self-Posting Fee                                                       | \$10 per sign                 | \$10 per sign                 | \$10 per sign                 | \$11 per sign                 |
| Design Change Fee                                                      | \$53                          | \$54                          | \$56                          | \$58                          |

### **SEC. 317. SIGNS AND PARKING SPACE REMOVAL/RELOCATION FEE.**

A fee to reimburse the SFMTA for costs incurred for the removal or relocation of SFMTA signs and poles due to projects related to tree planting, sidewalk widening or reconstruction, new commercial or residential developments, or other projects which require the removal or relocation of SFMTA signs or poles. The fee shall be as follows:

| Description                                                              | FY 2020<br>Effective July 1, 2020 | FY 2021<br>Effective July 1, 2021 | <u><b>FY 2023<br/>Effective July 1, 2022</b></u> | <u><b>FY 2024<br/>Effective July 1, 2023</b></u> |
|--------------------------------------------------------------------------|-----------------------------------|-----------------------------------|--------------------------------------------------|--------------------------------------------------|
| (Establish) Parking Space for temporary relocation of colored curb zones | \$730                             | \$740                             | \$764                                            | \$789                                            |
| (Establish) Parking space for permanent relocation of colored curb zones | \$730                             | \$740                             | \$764                                            | \$789                                            |

### **SEC. 318. INTELLECTUAL PROPERTY LICENSE FEE (FILM PERMITS).**

A license fee shall be charged in conjunction with every Use Agreement issued by the Film Commission for filming that may include visual images of SFMTA trademarks, service marks, or other intellectual property.

The license fees shall be as follows:

| Description                                                                                                                        | FY 2020<br>Effective July 1, 2020            | FY 2021<br>Effective July 1, 2021            | <u><b>FY 2023<br/>Effective July 1, 2022</b></u> | <u><b>FY 2024<br/>Effective July 1, 2023</b></u> |
|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|----------------------------------------------|--------------------------------------------------|--------------------------------------------------|
| Television Series/Movie/Pilot/ Documentary based on the project's budget (in excess of \$500,000) submitted to the Film Commission | \$1,467 per permit issued by Film Commission | \$1,499 per permit issued by Film Commission | \$1,550 per permit issued by Film Commission     | \$1,600 per permit issued by Film Commission     |
| Television Series/Movie/Pilot/ Documentary based on the project's                                                                  | \$734 per permit                             | \$750 per permit                             | \$775 per permit                                 | \$800 per permit                                 |

| <u>budget (between \$100,000 and \$500,000) submitted to the Film Commission</u>                                                                                                                                                                                                       | <u>issued by Film Commission</u>           | <u>issued by Film Commission</u>           | <u>issued by Film Commission</u>           | <u>issued by Film Commission</u>           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------|--------------------------------------------|--------------------------------------------|
| Television Series/Movie/Pilot/ Documentary based on the project's budget (less than \$100,000) submitted to the Film Commission                                                                                                                                                        | \$367 per permit issued by Film Commission | \$375 per permit issued by Film Commission | \$387 per permit issued by Film Commission | \$400 per permit issued by Film Commission |
| Commercials                                                                                                                                                                                                                                                                            | \$734 per permit issued by Film Commission | \$750 per permit issued by Film Commission | \$775 per permit issued by Film Commission | \$800 per permit issued by Film Commission |
| Still Photography Corporate/ Music Video/Industrial/Web Content/Short (40 minutes or less)                                                                                                                                                                                             | \$367 per permit issued by Film Commission | \$375 per permit issued by Film Commission | \$387 per permit issued by Film Commission | \$400 per permit issued by Film Commission |
| Travel shows promoting San Francisco, as determined by the Film Commission.                                                                                                                                                                                                            | \$105 per permit issued by Film Commission | \$107 per permit issued by Film Commission | \$111 per permit issued by Film Commission | \$115 per permit issued by Film Commission |
| By qualified students when (i) the Film Commission permit is accompanied by a letter from a college or university professor confirming that the film is a student project, and (ii) insurance coverage from the college or university is provided as determined by the Film Commission | Waived                                     | Waived                                     | Waived                                     | Waived                                     |
| By qualified college or university students other than as described above as determined by the Film Commission                                                                                                                                                                         | \$61 per permit issued by Film Commission  | \$62 per permit issued by Film Commission  | \$64 per permit issued by Film Commission  | \$66 per permit issued by Film Commission  |
| By qualified Non-Profit or                                                                                                                                                                                                                                                             | \$0                                        | \$0                                        | \$0                                        | \$0                                        |

|                                                          |  |  |  |  |
|----------------------------------------------------------|--|--|--|--|
| Government Agency as determined by the Film Commission*1 |  |  |  |  |
|----------------------------------------------------------|--|--|--|--|

The Director of Transportation or his or her designee shall have the discretion to waive or reduce this license fee for student filming, filming by government agencies, or filming by non-profit agencies if requested by the Film Commission.

**SEC. 319. CLIPPER® CARD AND LIFELINE ID CARD REPLACEMENT FEE.**

| Description                                        | FY 2020<br>Effective<br>July 1, 2020 | FY 2021<br>Effective<br>July 1, 2021 | FY 2023<br><u>Effective</u><br><u>July 1, 2022</u> | FY 2024<br><u>Effective</u><br><u>July 1, 2023</u> |
|----------------------------------------------------|--------------------------------------|--------------------------------------|----------------------------------------------------|----------------------------------------------------|
| Clipper® Card and Lifeline ID Card Replacement Fee | \$5                                  | \$5                                  | \$5                                                | \$5                                                |

**SEC. 320. TAXI PERMIT FEES.**

The following is the schedule for taxi-related permit and permit renewal fees:

| Permit Type                                  | FY 2019<br>Effective July<br>1, 2020 | FY 2020<br>Effective July<br>1, 2021 | FY 2023<br><u>Effective July</u><br><u>1, 2022</u> | FY 2024<br><u>Effective July</u><br><u>1, 2023</u> |
|----------------------------------------------|--------------------------------------|--------------------------------------|----------------------------------------------------|----------------------------------------------------|
| Driver Permit Application                    | N/A                                  | N/A                                  | N/A                                                | N/A                                                |
| Monthly Ramp Taxi Medallion Use Fee          | N/A                                  | N/A                                  | N/A                                                | N/A                                                |
| Monthly Taxi Medallion Use Fee (8000 series) | \$0                                  | \$0                                  | \$0                                                | \$0                                                |
| Dispatch Application                         | \$0                                  | \$0                                  | \$0                                                | \$0                                                |
| Color Scheme Change                          | \$0                                  | \$0                                  | \$0                                                | \$0                                                |
| Lost Medallion                               | \$0                                  | \$0                                  | \$0                                                | \$0                                                |
| New Color Scheme - 1 to 5 Medallions         | \$0                                  | \$0                                  | \$0                                                | \$0                                                |
| New Color Scheme - 6 to 15 Medallions        | \$0                                  | \$0                                  | \$0                                                | \$0                                                |
| New Color Scheme - 16 to 49 Medallions       | \$0                                  | \$0                                  | \$0                                                | \$0                                                |
| New Color Scheme -                           | \$0                                  | \$0                                  | \$0                                                | \$0                                                |

|                                                                                       |     |     |            |            |
|---------------------------------------------------------------------------------------|-----|-----|------------|------------|
| 50 or more Medallions                                                                 |     |     |            |            |
| <b>Renewal Application:</b>                                                           |     |     |            |            |
| Driver Renewal**                                                                      | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Medallion Holder<br>Renewal for Pre-K<br>Medallions and Pre-K<br>Corporate Medallions | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Medallion Holder<br>Renewal for Post-K<br>Medallions                                  | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 1 to 5 Medallions                                           | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 6 to 15 Medallions                                          | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 16 to 49 Medallions                                         | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 50 to 149 Medallions                                        | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 150 or More<br>Medallions                                   | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Driver Renewal**                                                                      | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Medallion Holder<br>Renewal for Pre-K<br>Medallions and Pre-K<br>Corporate Medallions | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Medallion Holder<br>Renewal for Post-K<br>Medallions                                  | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 1 to 5 Medallions                                           | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 6 to 15 Medallions                                          | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 16 to 49 Medallions                                         | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 50 to 149 Medallions                                        | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 150 or More<br>Medallions                                   | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Dispatch Renewal                                                                      | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |

\*\* All taxi driver permit renewal fees are waived between March 16, 2020 and June 30, 2020.

**SEC. 322. NON-STANDARD VEHICLE PERMIT FEES.**

The following is the schedule for Non-Standard Vehicle permit fees.

| Description                    | FY 2020<br>Effective July 1,<br>2020 | FY 2021<br>Effective July 1,<br>2021 | FY 2023<br><u>Effective July<br/>1, 2022</u> | FY 2024<br><u>Effective July<br/>1, 2023</u> |
|--------------------------------|--------------------------------------|--------------------------------------|----------------------------------------------|----------------------------------------------|
| <b>Permit Application Fee*</b> | \$5,255                              | \$5,370                              | \$5,547                                      | \$5,730                                      |
| <b>Annual Fee</b>              |                                      |                                      |                                              |                                              |
| 1 to 5 Vehicles                | \$10,510                             | \$10,740                             | \$11,094                                     | \$11,460                                     |
| 6 to 25 Vehicles               | \$26,275                             | \$26,850                             | \$27,736                                     | \$28,651                                     |
| 26 to 50 Vehicles              | \$52,550                             | \$53,700                             | \$55,472                                     | \$57,303                                     |
| 50 to 100 Vehicles             | \$94,590                             | \$96,660                             | \$99,850                                     | \$103,145                                    |
| 100 to 150 Vehicles            | \$194,435                            | \$198,690                            | \$205,247                                    | \$212,020                                    |
| 151 to 250 Vehicles            | \$252,240                            | \$257,760                            | \$266,266                                    | \$275,053                                    |

\* Permit Application Fee is a non-refundable fee that is applied towards the Vehicle Permit Fee amount when approved.

**SEC. 324. PLANNING/DEVELOPMENT TRANSPORTATION ANALYSIS REVIEW FEE.**

This fee reimburses the SFMTA for staff costs related to the review of environmental review documents and supporting analysis for development projects and area plans. This includes SFMTA staff review of and comment on Transportation Studies, environmental mitigations, transportation-related sections within programmatic or project-level environmental documents, as well as SFMTA staff participation in interdepartmental meetings on these subjects. There are two tiers of fee: Transportation Review Fee for projects that are multi-phased and require large infrastructure investment, or that are of statewide, regional, or area wide significance as defined in CEQA, or that require analysis of several transportation topics within a geographic area that extends beyond the project block; and Site Circulation Review Fee for

projects that require limited, localized analysis of a few transportation topics circulation memos that focus analysis on a few specific transportation topics, such as loading.

| <b>Description</b>                   | <b>FY 2020<br/>Effective July<br/>1, 2020</b> | <b>FY 2021<br/>Effective July<br/>1, 2021</b> | <b>FY 2023<br/><u>Effective July<br/>1, 2022</u></b> | <b>FY 2024<br/><u>Effective July<br/>1, 2023</u></b> |
|--------------------------------------|-----------------------------------------------|-----------------------------------------------|------------------------------------------------------|------------------------------------------------------|
| Fee per Case-Transportation Review   | \$31,500                                      | \$32,760                                      | \$33,841                                             | \$34,958                                             |
| Fee per Case-Site Circulation Review | \$5,500                                       | \$5,720                                       | \$5,909                                              | \$6,104                                              |

#### **SEC. 325. DEVELOPMENT PROJECT REVIEW FEE.**

This fee reimburses the SFMTA for staff costs related to review of documents associated with development projects' proposed land use and transportation program, exclusive of environmental review documents. This includes SFMTA staff review of and comment on Preliminary Project Assessments (PPAs), site designs, project interface with streets, and participation in interagency meetings on these topics.

| <b>Description</b> | <b>FY 2021<br/>Effective July<br/>1, 2020</b> | <b>FY 2022<br/>Effective July 1,<br/>2021</b> | <b>FY 2023<br/><u>Effective July 1,<br/>2022</u></b> | <b>FY 2024<br/><u>Effective July 1,<br/>2023</u></b> |
|--------------------|-----------------------------------------------|-----------------------------------------------|------------------------------------------------------|------------------------------------------------------|
| Fee per Case       | \$1,225                                       | \$1,300                                       | \$1,343                                              | \$1,387                                              |

#### **SEC. 402. CITYWIDE VARIABLE PARKING METER RATES.**

The rates for parking meters located anywhere within the boundaries of the City and County of San Francisco as described in Appendix A, not under the jurisdiction of the Port of San Francisco, the Recreation and Park Department, the Golden Gate National Recreation Area, the Presidio of San Francisco, or the Treasure Island Development Authority, shall be between \$0.50 an hour and \$911 an hour effective July 1, ~~2020~~2022, and \$1012 an hour effective July 1, ~~2021~~2023. Within that range, the rates may be adjusted periodically based on vehicle occupancy on any block or set of blocks during the hours of parking meter operation according to the

following criteria: (a) if occupancy is 80% or above, rates will be increased by \$0.25 per hour; (b) if occupancy is 60% or above but below 80%, rates will not be changed; (c) if occupancy is below 60%, rates will be lowered by \$0.25 per hour. Rates shall be adjusted for any particular block or set of blocks not more than once every 28 days.

#### **SEC. 901. DEFINITIONS.**

As used in this Article 900, the following words and phrases shall have the following meanings:

\* \* \* \*

**Electric Vehicle.** A motor vehicle that uses a plug-in battery to provide all of the motive power of the vehicle.

\* \* \* \*

**Residential Parking Permit Area.** A Residential Area designated pursuant to Section 905 wherein Resident Motor Vehicles ~~displaying~~possessing a valid Residential Parking Permit shall be exempt from specified Parking time-restrictions.

\* \* \* \*

#### **SEC. 902. GENERAL PERMIT CONDITIONS.**

The following general provisions apply to all permits issued under this Article 900.

(a) Application and Renewal. Permit applications must be submitted on a form supplied by the SFMTA. All required application and any other fees must be paid and all permit requirements satisfied before a permit may be issued. The SFMTA may require any information of the applicant which it deems necessary to carry out the purposes of this Article. Permits may be renewed annually in compliance with any renewal procedures established by the SFMTA.

(b) Display of Permit. Should a physical permit be issued to a vehicle, ~~P~~permittees must maintain the permit at the site of the permitted activity and available for inspection in accordance with any requirements for permit display as may be established by the SFMTA, and shall make all permits available for inspection upon request by an employee of the Police

Department or SFMTA.

(c) Prior Payments Required. No permit shall be issued or renewed until the applicant has paid all permit fees that are due to the SFMTA. No permit shall be issued to any applicant who is responsible for payment of one or more delinquent citations for violation of any provision of this Code or the Vehicle Code until all fines and fees associated with the citation are paid in full.

(d) Permit Fees. Fees for permits issued pursuant to this Code are as follows:

**Table 902(d)**  
**Permit Fee Schedule**

|                                                                                                        | <u>FY 2021<br/>Effective<br/>July 1,<br/>2020</u> | <u>FY 2022<br/>Effective<br/>July 1,<br/>2021</u> | <u>FY<br/>2023<br/>Effectiv<br/>e July 1,<br/>2022</u> | <u>FY 2024<br/>Effectiv<br/>e July 1,<br/>2023</u> |
|--------------------------------------------------------------------------------------------------------|---------------------------------------------------|---------------------------------------------------|--------------------------------------------------------|----------------------------------------------------|
| <b>Special Traffic Permit (§ 903)</b>                                                                  |                                                   |                                                   |                                                        |                                                    |
| Base Permit Fee:                                                                                       | \$333                                             | \$350                                             | \$362                                                  | \$374                                              |
| Daily Fee:                                                                                             | \$68                                              | \$71                                              | \$73                                                   | \$75                                               |
| Late Fee:                                                                                              | \$374                                             | \$393                                             | \$406                                                  | \$419                                              |
| <b>Temporary Exclusive Use of Parking Meters (§ 904)</b>                                               |                                                   |                                                   |                                                        |                                                    |
| Base Permit Fee: per 25 linear feet of construction frontage per day, including weekends and holidays: | \$16                                              | \$16.50                                           | \$17                                                   | \$18                                               |
| <b>Residential Area Parking Permit (§ 905)</b>                                                         |                                                   |                                                   |                                                        |                                                    |
| Motorcycle (Annual)                                                                                    | \$113                                             | \$119                                             | \$83                                                   | \$85                                               |
| Motorcycle (Less than 6 months)                                                                        | \$57                                              | \$60                                              | \$41                                                   | \$43                                               |
| Resident/Business/School/Fire Station/Foreign Consulate/Medical & Childcare Provider Base Permit Fee:  |                                                   |                                                   |                                                        |                                                    |
| (1 year):                                                                                              | \$152                                             | \$160                                             | \$165                                                  | \$170                                              |
| (Less than 6 months):                                                                                  | \$75                                              | \$79                                              | \$82                                                   | \$86                                               |
| Permit Transfer:                                                                                       | \$25                                              | \$26                                              | \$27                                                   | \$28                                               |
| 1-Day Flex Permit (purchased within one calendar year):                                                |                                                   |                                                   |                                                        |                                                    |
| 1-5 permits                                                                                            | \$7 each-                                         | \$7 each-                                         | \$7 each                                               | \$7 each                                           |

|                                                               | <u>permit</u>               | <u>permit</u>               | <u>permit</u>                  | <u>permit</u>               |
|---------------------------------------------------------------|-----------------------------|-----------------------------|--------------------------------|-----------------------------|
| 6-15 permits                                                  | \$9 each-<br><u>permit</u>  | \$9 each-<br><u>permit</u>  | \$9 each-<br><u>permit</u>     | \$9 each-<br><u>permit</u>  |
| 16-20 permits                                                 | \$14 each-<br><u>permit</u> | \$15 each-<br><u>permit</u> | \$15<br>each-<br><u>permit</u> | \$15 each-<br><u>permit</u> |
| Short-Term Permits                                            |                             |                             |                                |                             |
| 2 weeks:                                                      | \$54                        | \$57                        | \$59                           | \$61                        |
| 4 weeks:                                                      | \$77                        | \$81                        | \$84                           | \$87                        |
| 6 weeks:                                                      | \$99                        | \$104                       | \$107                          | \$111                       |
| 8 weeks:                                                      | \$129                       | \$135                       | \$139                          | \$144                       |
| <b>Contractor Permit (§ 906)</b>                              |                             |                             |                                |                             |
| Base Permit Fee                                               |                             |                             |                                |                             |
| Annual/Renewal:                                               | \$2,104                     | \$2,169                     | \$2,210                        | \$2,340                     |
| Less than 6 Months:                                           | \$1,064                     | \$1,097                     | \$1,105                        | \$1,170                     |
| Permit Transfer Fee:                                          | \$25                        | \$26                        | \$26                           | \$27                        |
| <b>Vanpool Permit (§ 907)</b>                                 |                             |                             |                                |                             |
| Base Permit Fee                                               |                             |                             |                                |                             |
| (per year):                                                   | \$152                       | \$160                       | \$165                          | \$170                       |
| (Less than 6 months):                                         | \$75                        | \$79                        | \$82                           | \$85                        |
| <b>Stationless Bicycle Share Program Permit (§ 909)</b>       |                             |                             |                                |                             |
| Permit Application Fee                                        | \$5,394                     | \$5,512                     | \$5,692                        | \$5,873                     |
| Annual/Renewal Fee                                            | \$38,480                    | \$39,322                    | \$40,604                       | \$41,898                    |
| <b>SFMTA Permit (§ 910)</b>                                   |                             |                             |                                |                             |
| (Based on the annualized Parking Meter Use Fee)               | \$3,380                     | \$3,640                     | \$3,900                        | \$4,160                     |
| <b>On-Street Shared Vehicle Parking Permit (§ 911)</b>        |                             |                             |                                |                             |
| Zone 1                                                        | \$130 per-<br>month         | \$130 per-<br>month         | \$70 per-<br>month             | \$72 per-<br>month          |
| Zone 2                                                        | \$75 per-<br>month          | \$75 per-<br>month          | \$30 per-<br>month             | \$31 per-<br>month          |
| Zone 3                                                        | \$20 per-<br>month          | \$20 per-<br>month          | \$10 per-<br>month             | \$10 per-<br>month          |
| <b>On-Street Shared Electric Moped Parking Permit (§ 915)</b> |                             |                             |                                |                             |
| (1 Year)                                                      | \$100                       | \$100                       | \$103                          | \$107                       |
| (Less than 6 months):                                         | \$50                        | \$50                        | \$52                           | \$53                        |

|                                                                                                                                                          |          |          |          |          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|----------|----------|
| <b>Vehicle Press Permit</b> ( <u>§ 912</u> )                                                                                                             |          |          |          |          |
| Base Permit Fee: The permit fee shall only be increased pursuant to the Automatic Indexing Implementation Plan approved by the SFMTA Board of Directors. | \$70     | \$72     | \$74     | \$77     |
| <b>Designated Shuttle Stop Use Permit</b> ( <u>§ 914</u> )                                                                                               | \$8.10   | \$8.30   | \$8.60   | \$8.80   |
| <b>Farmer's Market Parking Permit</b> ( <u>§ 801(c)(17)</u> )                                                                                            |          |          |          |          |
| Base Permit Fee (quarterly):                                                                                                                             | \$235    | \$247    | \$255    | \$263    |
| <b>Temporary Street Closures Permits</b><br>(Division I, Article 6)                                                                                      |          |          |          |          |
| <b>Neighborhood Block Party</b>                                                                                                                          |          |          |          |          |
| More than 120 days in advance:                                                                                                                           | \$50     | \$50     | \$50     | \$52     |
| 90-120 days in advance:                                                                                                                                  | \$75     | \$75     | \$50     | \$52     |
| 60-89 days in advance:                                                                                                                                   | \$100    | \$100    | \$100    | \$110    |
| 30-59 days in advance:                                                                                                                                   | \$150    | \$150    | \$200    | \$225    |
| Fewer than 30 days in advance:                                                                                                                           | \$300    | \$300    | \$325    | \$350    |
| Fewer than 7 days in advance:                                                                                                                            |          |          | \$500    | \$600    |
| <b>Community Events</b>                                                                                                                                  |          |          |          |          |
| More than 120 days in advance                                                                                                                            | \$100    | \$100    | \$150    | \$150    |
| 90-120 days in advance                                                                                                                                   | \$150    | \$150    | \$150    | \$150    |
| 60-89 days in advance                                                                                                                                    | \$200    | \$200    | \$225    | \$250    |
| 30-59 days in advance                                                                                                                                    | \$250    | \$250    | \$275    | \$300    |
| 7-29 days in advance                                                                                                                                     | \$300    | \$500    | \$550    | \$550    |
| Fewer than 7 days in advance                                                                                                                             | \$500    | \$750    | \$1,000  | \$1,000  |
| <b>Special Events</b>                                                                                                                                    |          |          |          |          |
| More than 120 days in advance:                                                                                                                           | \$1,100  | \$1,100  | \$1,150  | \$1,200  |
| 90-120 days in advance:                                                                                                                                  | \$1,250  | \$1,325  | \$1,400  | \$1,500  |
| 60-89 days in advance:                                                                                                                                   | \$1,500  | \$1,600  | \$1,700  | \$1,800  |
| 30-59 days in advance:                                                                                                                                   | \$1,750  | \$2,000  | \$2,100  | \$2,200  |
| Fewer than 30 days in advance:                                                                                                                           | \$2,000  | \$2,200  | \$2,500  | \$2,600  |
| Fewer than 7 days in advance:                                                                                                                            | \$2,500  | \$2,750  | \$3,000  | \$3,100  |
| <b>Bus Substitution Fee</b> (Division I, Article 6.2(f))                                                                                                 | \$38     | \$39     | \$41     | \$42     |
| <b>Powered Scooter Share Program Permit</b><br>( <u>§916</u> )                                                                                           |          |          |          |          |
| Powered Scooter Share Program<br>Annual/Renewal Permit                                                                                                   | \$38,480 | \$39,322 | \$41,681 | \$44,041 |
| Powered Scooter Share Program Permit                                                                                                                     | \$5,394  | \$5,512  | \$5,843  | \$6,173  |

|                                      |       |       |       |       |
|--------------------------------------|-------|-------|-------|-------|
| Application Fee                      | \$100 | \$100 | \$100 | \$100 |
| Bike Rack Fee (per permitted device) |       |       |       |       |

## **SEC. 905. RESIDENTIAL PARKING PERMIT.**

(a) General Permit Requirements.

(1) The Director of Transportation shall issue a Residential Parking Permit for use by a specified vehicle upon receipt of a written application from a qualifying property resident. No more than one Parking permit shall be issued to each vehicle for which application is made.

(2) The Parking privileges of a Residential Parking Permit do not extend to any non-Electric ~~v~~Vehicle with a gross vehicle weight rating (GVWR) in excess of 6,000 pounds, any Electric Vehicle with a GVWR in excess of 8,000 pounds, or any trailer, trailer coach, utility trailer, or any other type of vehicle as defined in the California Vehicle Code, whether separate from or attached to a motor vehicle ~~displaying~~possessing a Residential Parking Permit.

(3) A Residential Parking Permit does not guarantee or reserve to the Permittee an on-street parking space within a Residential Parking Permit Area.

(4) A Residential Parking Permit may be issued to residents of a Residential Parking Permit Area for motor vehicles registered out-of-state, provided that the applicant documents the resident's active military duty status.

(5) ~~Each Residential Parking Permit shall be valid until the date indicated on the permit.~~

(6) ~~Each Residential Parking Permit shall visibly indicate the particular Residential Parking Permit Area and the license number of the vehicle for which it was issued.~~

(b) Permit Privileges.

(1) Any vehicle that ~~display~~spossesses a valid Residential Parking Permit shall be permitted to Park in the Residential Parking Permit Area for which the permit has been issued notwithstanding posted time restrictions, but is not exempt from Parking restrictions established pursuant to any authority other than this Section 905 except as set forth in subsection (b)(2).

(2) Any vehicle that ~~displays~~possesses a valid Residential Parking Permit shall be exempt from payment at on-street Parking Meters, as required by Division I, Section 7.2.23 (Payment of Parking Meter), located in a Residential Parking Permit Area where designated by the SFMTA with posted signs.

\* \* \* \*

(f) Designating, Rescinding, or Modifying Residential Parking Permit Areas. The SFMTA Board of Directors may, after a public hearing, designate, rescind, or modify a Residential Parking Permit Area in which vehicles ~~displaying~~possessing a valid Residential Parking Permit are exempt from specified Parking restrictions, including time restrictions, for Parking and the days and times of enforcement.

(1) The SFMTA, on its own initiative, may recommend that the SFMTA Board of Directors approve the designation, rescission, or modification of a Residential Parking Permit Area.

(2) Upon receipt of a petition on a form prescribed by the SFMTA by residents of at least 250 residential units, or residents living in 50% of the residential units, in the Residential Area proposed to be designated, established, or rescinded, the SFMTA shall direct surveys or studies as necessary to determine whether the Residential Area should be designated, rescinded, or modified.

\* \* \* \*

Section 2. Effective Date. This ordinance shall become effective 31 days after enactment. Enactment occurs when the San Francisco Municipal Transportation Agency Board of Directors approves this ordinance.

Section 3. Scope of Ordinance. In enacting this ordinance, the San Francisco Municipal Transportation Agency Board of Directors intends to amend only those words, phrases, paragraphs, subsections, sections, articles, numbers, letters, punctuation marks, charts, diagrams, or any other constituent parts of the Transportation Code that are explicitly shown in this

ordinance as additions or deletions in accordance with the "Note" that appears under the official title of the ordinance.

APPROVED AS TO FORM:  
DAVID CHIU, City Attorney

By:  
SUSAN CLEVELAND-KNOWLES  
Deputy City Attorney

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I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of .

Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency

**Enclosure 2**  
**Proposed Consolidated Budget**

**Operating Budget Revenues and Expenditures**

REVENUES (\$ million)

| <b>Revenue Category</b>                               | <b>FY 2023 Revised Budget</b> | <b>FY 2024 Revised Budget</b> |
|-------------------------------------------------------|-------------------------------|-------------------------------|
| Transit Fares                                         | 112.0                         | 140.6                         |
| Operating Grants                                      | 189.1                         | 193.3                         |
| Parking & Traffic Fees & Fines                        | 261.3                         | 282.0                         |
| Parking Tax In-Lieu                                   | 64.2                          | 66.0                          |
| Taxi Services                                         | 0.2                           | 0.2                           |
| Other (Advertising, Interest, Misc. Fees, Recoveries) | 35.1                          | 38.1                          |
| General Fund Transfers                                | 421.2                         | 452.0                         |
| Population Baseline (Operating Support)               | 30.0                          | 30.0                          |
| Transit Development Fees (Operating Support)          | 10.0                          | 10.0                          |
| Proposition D (Congestion Mitigation Tax)             | 7.9                           | 10.2                          |
| Federal Relief                                        | 172.3                         | 184.3                         |
| Use of Fund Balance                                   | 52.7                          | -                             |
| <b>Operating Revenues Subtotal</b>                    | <b>1,356.1</b>                | <b>1,406.9</b>                |
| Transfer to Capital                                   | 36.4                          | 66.7                          |
| <b>Total Revenue Appropriation</b>                    | <b>1,392.5</b>                | <b>1,473.5</b>                |

EXPENDITURES (\$ million)

| <b>Expenditure Category</b>            | <b>FY 2023 Revised Budget</b> | <b>FY 2024 Revised Budget</b> |
|----------------------------------------|-------------------------------|-------------------------------|
| Services Of Other Depts                | 100.9                         | 107.9                         |
| Overhead & Allocations                 | (37.0)                        | (36.4)                        |
| Salaries and Fringe Benefits           | 947.4                         | 983.5                         |
| Non-Personnel Services                 | 247.1                         | 249.4                         |
| Materials & Supplies                   | 74.6                          | 74.6                          |
| Debt Service                           | 23.0                          | 27.9                          |
| Capital Outlay                         | 0.2                           | 0.0                           |
| <b>Operating Expenditures Subtotal</b> | <b>1,356.1</b>                | <b>1,406.9</b>                |
| Transfer to Capital                    | 36.4                          | 66.7                          |
| <b>Total Expenditure Appropriation</b> | <b>1,392.5</b>                | <b>1,473.5</b>                |

**POSITIONS**

Final position counts are to be determined, pending Board direction at the April 5, 2022 meeting.

## **Capital Budget Revenues and Expenditures**

The FY 2023-2027 Capital Improvement Program (CIP) represents the culmination of the SFMTA's efforts to strategically plan and prioritize capital and other one-time project activities from FY 2023 to FY 2027. The purpose of the FY 2023-2027 CIP is to develop a financially constrained five-year program of projects; develop an implementation tool of various plans and strategies, including the SFMTA Strategic Plan; prevent funding accessibility from being a barrier to project delivery; and build credibility with external funding agencies. Aligned with the SFMTA budget process, the FY 2023-2027 CIP is reviewed, updated, and reissued every two years.

On March 15, 2022, the SFMTA Board of Directors reviewed the FY 2023-2027 CIP that included a \$2.6 billion in revenues and expenditures on 158 projects.

### **FIVE-YEAR CIP (\$ thousands)**

|                                  | Capital Budget |               |               |               |               | FY23-27 CIP     |
|----------------------------------|----------------|---------------|---------------|---------------|---------------|-----------------|
| Capital Program (\$ in millions) | FY 23 Budget   | FY24 Budget   | FY 25 Budget  | FY 26 Budget  | FY 27 Budget  | Total (Current) |
| Fleet                            | 171.82         | 143.87        | 192.26        | 413.23        | 226.23        | 1,147.41        |
| Transit Optimization             | 46.10          | 38.82         | 86.03         | 88.79         | 71.75         | 331.48          |
| Transit Fixed Guideway           | 80.95          | 81.81         | 148.37        | 162.08        | 120.05        | 593.27          |
| Streets                          | 53.29          | 37.34         | 52.12         | 33.17         | 64.70         | 240.63          |
| Facility                         | 51.37          | 67.54         | 38.85         | 24.27         | 24.80         | 202.15          |
| Signals                          | 16.48          | 13.22         | 20.05         | 14.68         | 8.73          | 73.16           |
| Communications & IT              | 0.96           | 3.29          | 3.00          | 6.58          | 0.27          | 14.09           |
| Parking                          | 0.00           | 0.00          | 0.00          | 0.00          | 0.00          | 0.00            |
| Security                         | 1.94           | 1.94          | 1.94          | 1.94          | 1.94          | 9.70            |
| Taxi                             | 0.65           | 0.35          | 0.35          | 0.73          | 0.53          | 2.28            |
| <b>Total</b>                     | <b>423.56</b>  | <b>388.18</b> | <b>543.35</b> | <b>744.75</b> | <b>519.00</b> | <b>2,614.17</b> |

The SFMTA's capital budget for Fiscal Years 2023 and 2024 are derived from the first two years of the FY 2023-2027 CIP. At the April 19 meeting, the Board will be asked to adopt the FY 2023-2027 CIP which will include all five years), including all funding sources anticipated for transportation investments.

The appropriation for the two-year capital budget totals \$423 million in FY 2023 and \$388 million in FY 2024.

## Two-Year Capital Budget Projects

| CIP ID | Project Name                                          | FY23           | FY24          |
|--------|-------------------------------------------------------|----------------|---------------|
| FC000  | Reserves                                              | \$ 6,197,003   | \$ -          |
| FC050  | New Castro Station Elevator                           | \$ 3,132,048   | \$ 3,776,211  |
| FC061  | Facility Condition Assessment Implementation          | \$ 3,149,103   | \$ 2,297,121  |
| FC066  | 1200 15th Street Renovation                           | \$ 13,522,738  | \$ 18,789,311 |
| FC068  | Muni Metro East Expansion Phase II - MME & 1399 Marin | \$ 10,810,485  | \$ 32,097,955 |
| FC072  | Presidio Facility Reconstruction                      | \$ 6,580,000   | \$ -          |
| FC074  | Potrero Modernization                                 | \$ 4,500,000   | \$ 2,500,000  |
| FCNEW  | Embarcadero Station Rehabilitation                    | \$ 829,374     | \$ 3,613,863  |
| FCNEW  | Green Car Wash Rehabilitation                         | \$ 836,914     | \$ 1,270,543  |
| FCNEW  | Kirkland Yard Electrification                         | \$ 668,225     | \$ 1,339,098  |
| FCNEW  | MME & Green VEMS (profile readers)                    | \$ 805,240     | \$ 855,176    |
| FCNEW  | Woods Paint Booth Rehabilitation                      | \$ 339,300     | \$ 1,000,000  |
| FT000  | Reserve Fleet                                         | \$ 1,908,591   | \$ 4,619,236  |
| FT016  | Non-Revenue Vehicle (NRV) SGR Program                 | \$ -           | \$ 1,904,581  |
| FT059  | Light Rail Vehicle Fleet Replacement & Expansion      | \$ 121,000,000 | \$ 67,336,982 |
| FT061  | Vintage Streetcar Rehabilitations                     | \$ -           | \$ 4,148,012  |
| FT080  | New Flyer Midlife Overhaul Phase I                    | \$ 20,983,707  | \$ 34,742,408 |
| FT082  | 40' Battery-Electric Bus (EV Bus) Pilot Procurement   | \$ 5,662,044   | \$ -          |
| FT093  | 40' & 60' Motor Coach Replacement Procurement         | \$ -           | \$ 710,544    |
| FT096  | Fleet Contingency                                     | \$ -           | \$ 2,498,571  |
| FT097  | Double-Ended Streetcar Rehabilitations (2 Streetcars) | \$ 410,000     | \$ 4,622,452  |
| FT099  | New Flyer Midlife Overhaul Phase I                    | \$ -           | \$ -          |
|        | New Flyer Midlife Overhaul Phase II                   | \$ 13,493,231  | \$ 2,788,274  |
| FT104  | Cable Car Vehicle Restorations                        | \$ 2,105,387   | \$ -          |
| FT110  | 60' Battery-Electric Bus (EV Bus) Pilot               | \$ 1,939,306   | \$ -          |
| FT115  | Paratransit Vehicle Replacement FY23 (20 Vehicles)    | \$ 3,156,321   | \$ -          |
| FT116  | Paratransit Vehicle Replacement FY24 (35 Vehicles)    | \$ -           | \$ 5,260,815  |

| <b>CIP ID</b> | <b>Project Name</b>                                              | <b>FY23</b>  | <b>FY24</b>  |
|---------------|------------------------------------------------------------------|--------------|--------------|
| FT120         | Light Rail Vehicle Fleet Expansion                               | \$ -         | \$ 8,667,210 |
| FT121         | LRV4 Door Programming Upgrades                                   | \$ 720,000   | \$ -         |
| FT129         | Axle Press & Horizontal Tire Press                               | \$ 39,747    | \$ 2,020,000 |
| FTNEW         | Streetcar 233 Rehabilitation                                     | \$ 270,027   | \$ -         |
| SGNEW         | Accessible Pedestrian Signals FY24                               | \$ -         | \$ 500,000   |
| SGNEW         | Conduent - CADA VL Workstation Refresh                           | \$ 225,000   | \$ -         |
| SGNEW         | Conduent - Fleet Management System Platform                      | \$ -         | \$ 100,000   |
| SGNEW         | Conduent - OrbCAD Server Virtualization                          | \$ 305,968   | \$ 344,032   |
| SCNEW         | Cybersecurity Modernization                                      | \$ -         | \$ 400,000   |
| SGNEW         | Harris Core Network Infrastructure Upgrade                       | \$ -         | \$ 1,050,000 |
| SGNEW         | Harris Radio - Market Street Infrastructure Refresh              | \$ -         | \$ 700,000   |
| SGNEW         | Harris Symphony Radio Console Operating System Refresh           | \$ -         | \$ 200,000   |
| SC000         | Security Reserve                                                 | \$ 1,939,052 | \$ 1,939,052 |
| SG000         | Reserve Traffic Signals                                          | \$ 2,048,831 | \$ 4,336,306 |
| SG011         | City Coordination Opportunities: New Traffic Signals             | \$ 300,000   | \$ 300,000   |
| SG015         | Traffic Signal Visibility Upgrades                               | \$ 330,000   | \$ 330,000   |
| SG017         | Program: Traffic Signal Hardware Replacement                     | \$ 358,000   | \$ 302,000   |
| SG018         | Program: Traffic Sign Replacement                                | \$ 220,000   | \$ 220,000   |
| SG060         | Contract 35: Traffic Signal Modifications                        | \$ 2,540,757 | \$ 3,908,243 |
| SG062         | Contract 66: New Traffic Signals                                 | \$ 6,175,000 | \$ 1,575,000 |
| SG063         | Contract 36: Traffic Signal Modifications                        | \$ 938,747   | \$ 204,344   |
| SG072         | 3rd Street Video Detection Replacement Phase IV                  | \$ 67,610    | \$ 141,898   |
| SG106         | Tenderloin Signal Upgrade                                        | \$ 3,500,000 | \$ -         |
| ST000         | Reserve Streets                                                  | \$ 1,244,200 | \$ 860,576   |
| ST025         | Slow Streets Implementation                                      | \$ 5,000,000 | \$ 5,000,000 |
| ST026         | Program: Bicycle Traffic Signal Upgrades                         | \$ 1,050,000 | \$ 1,050,000 |
| ST028         | Program: Traffic Calming Application-Based Local Streets Program | \$ 1,400,300 | \$ 1,415,000 |

| <b>CIP ID</b> | <b>Project Name</b>                                              | <b>FY23</b>  | <b>FY24</b>  |
|---------------|------------------------------------------------------------------|--------------|--------------|
| ST038         | Program: Community Response Implementation                       | \$ 550,000   | \$ 750,000   |
| ST040         | Program: WalkFirst Quick & Effective Pedestrian Safety           | \$ 772,000   | \$ 772,000   |
| ST041         | Program: Bike Facility Maintenance: Delineators & Green Pavement | \$ 200,000   | \$ 150,000   |
| ST042         | Program: Traffic Improvements Around Schools                     | \$ 1,300,000 | \$ 1,300,000 |
| ST043         | Program: Proactive Local Traffic Calming Track                   | \$ 750,000   | \$ 750,000   |
| ST045         | Program: Citywide Quick and Effective Bike Improvements          | \$ 1,125,000 | \$ 1,125,000 |
| ST048         | Program: Short-term Bike Parking                                 | \$ 847,393   | \$ 699,393   |
| ST052         | 5th Street Corridor Improvements                                 | \$ 1,400,000 | \$ -         |
| ST071         | Page Street Neighborway (Webster to Stanyan)                     | \$ 400,000   | \$ 1,655,000 |
| ST080         | Folsom Streetscape                                               | \$ 5,822,913 | \$ 2,458,420 |
| ST122         | Rectangular Rapid Flashing Beacons                               | \$ 750,000   | \$ 798,000   |
| ST158         | Mission Street Excelsior                                         | \$ 6,716,686 | \$ -         |
| ST165         | Valencia Street Bikeway Implementation Plan                      | \$ 1,776,000 | \$ 1,000,000 |
| ST177         | 13th St Protected Bike Lanes                                     | \$ 4,478,100 | \$ -         |
| ST181         | Lake Merced Pedestrian Safety                                    | \$ -         | \$ 900,445   |
| ST183         | Ocean Avenue Safety Improvements                                 | \$ 360,000   | \$ -         |
| ST185         | Citywide Daylighting                                             | \$ 520,795   | \$ -         |
| ST195         | Bayview CBTP Implementation                                      | \$ 4,380,000 | \$ 1,500,000 |
| ST197         | Bayview CBTP Near Term Implementation                            | \$ 425,000   | \$ -         |
| ST203         | Program: Annual Traffic Calming Removal and Replacement          | \$ 111,770   | \$ 117,207   |
| ST235         | Brannan Street Streetscape                                       | \$ 240,000   | \$ -         |
| ST236         | Business TDM                                                     | \$ -         | \$ 200,000   |
| ST240         | Program: Citywide Vision Zero Quick Build                        | \$ 7,000,000 | \$ 7,000,000 |
| ST241         | Program: Tenderloin Vision Zero Quick Build                      | \$ 1,441,000 | \$ 1,441,000 |
| ST243         | Residents TDM                                                    | \$ -         | \$ 200,000   |
| ST246         | Visitacion Valley CBTP                                           | \$ -         | \$ 1,708,420 |
| ST248         | Motorcycle Safety Education, Enforcement                         | \$ 91,288    | \$ 91,288    |

| <b>CIP ID</b> | <b>Project Name</b>                                                         | <b>FY23</b>   | <b>FY24</b>   |
|---------------|-----------------------------------------------------------------------------|---------------|---------------|
| ST249         | SF Existing Residents TDM Program                                           | \$ 350,000    | \$ -          |
| ST250         | Bike to Work Day                                                            | \$ 43,011     | \$ 44,301     |
| ST252         | TDM for Tourists                                                            | \$ -          | \$ 65,000     |
| ST253         | TDM: Bicycle Outreach and Education                                         | \$ 103,000    | \$ 106,090    |
| ST254         | Travel Decision Survey                                                      | \$ 150,000    | \$ -          |
| ST255         | Place Based PLN Program (prev Context Sensitive Plan Prog)                  | \$ 150,000    | \$ -          |
| ST257         | Comprehensive Employee TDM Program                                          | \$ -          | \$ 156,000    |
| STNEW_1       | Howard Streetscape                                                          | \$ 1,369,050  | \$ 921,950    |
| STNEW_5       | Central Embarcadero Enhancement                                             | \$ -          | \$ 1,000,000  |
| STNEW_9       | South Embarcadero Enhancement                                               | \$ 250,000    | \$ 465,964    |
| TA050         | Alternative Fuel Vehicle Incentives Program                                 | \$ -          | \$ 196,644    |
| TA051         | Taxi Stand Expansion and Renovation                                         | \$ -          | \$ 30,178     |
| TA056         | Ramp Taxi Incentive Program                                                 | \$ 125,000    | \$ 125,000    |
| TA058         | SFMTA Mobility Management                                                   | \$ 528,490    | \$ -          |
| TF000         | Reserve Fixed Guideway                                                      | \$ 10,425,627 | \$ 136,125    |
| TF016         | Subway Track Fastener & Rail Replacement State of Good Repair (SGR) Program | \$ 562,175    | \$ 259,573    |
| TF017         | Traction Power State of Good Repair (SGR) Program                           | \$ 465,654    | \$ -          |
| TF022         | Subway Fire Life Safety State of Good Repair (SGR) Program                  | \$ 215,000    | \$ -          |
| TF023         | Subway Electrical Systems State of Good Repair (SGR) Program                | \$ 860,103    | \$ -          |
| TF053         | Cable Car Curved Track Replacement                                          | \$ 13,095,857 | \$ 3,482,143  |
| TF071         | San Jose Substation Phase I                                                 | \$ 1,500,000  | \$ -          |
| TF073         | Metro Tunnel Special Trackwork                                              | \$ 3,008,724  | \$ 21,455,600 |
| TF087         | Track Support Structure Replacement                                         | \$ 1,908,133  | \$ -          |
| TF090         | Special Trackwork Replacement (3 Locations)                                 | \$ 451,476    | \$ -          |
| TF107         | Train Control System Upgrade                                                | \$ 29,193,473 | \$ 32,420,532 |
| TF128         | Subway Rail and Track Fastener Replacement                                  | \$ 1,350,000  | \$ 4,150,000  |

| <b>CIP ID</b> | <b>Project Name</b>                                  | <b>FY23</b>   | <b>FY24</b>  |
|---------------|------------------------------------------------------|---------------|--------------|
| TF130         | Track Support Structure Replacement Phase III        | \$ 770,000    | \$ 4,800,000 |
| TF132         | Ultrasonic Rail Testing Phase III                    | \$ 303,053    | \$ -         |
| TF146         | Cable Car Guideway SGR Program                       | \$ 543,351    | \$ 1,217,860 |
| TF147         | Twin Peaks Tunnel Liner Spall Repairs                | \$ 1,850,000  | \$ 2,600,000 |
| TF148         | Rigid Traction Power Feasibility Study               | \$ 1,205,432  | \$ -         |
| TF149         | Subway Biennial Tunnel Inspection                    | \$ -          | \$ 204,629   |
| TF150         | Subway Structural Repairs                            | \$ 1,000,000  | \$ 1,000,000 |
| TF152         | Ultrasonic Rail Testing Phase 4                      | \$ -          | \$ 60,644    |
| TF157         | Station Wayfinding Signage Upgrade Phase 2           | \$ 800,268    | \$ 1,355,286 |
| TF158         | Subway Substation Fire and Entry Alarm Replacement   | \$ 78,146     | \$ 198,010   |
| TF159         | Surface Substation Fire and Entry Alarm Replacement  | \$ 56,408     | \$ 339,623   |
| TF160         | Surface Special Trackwork Phase 1                    | \$ 323,600    | \$ 1,065,360 |
| TF161         | Surface Trackwork: Ocean Howth and 280               | \$ 95,100     | \$ -         |
| TF162         | Subway GM4000A Switch Machine Replacement            | \$ 1,117,000  | \$ -         |
| TF163         | Backup Battery Replacement for 12 substations        | \$ 242,000    | \$ -         |
| TF164         | Surface GM4000A Switch Machine Replacement           | \$ 428,800    | \$ 68,200    |
| TF165         | Surface T3 Switch Machine Study                      | \$ 853,000    | \$ -         |
| TF166         | Surface T3 Switch Machine Upgrade                    | \$ 2,452,000  | \$ -         |
| TF167         | Signal Interlock Replacement Phase 2                 | \$ 664,125    | \$ 836,875   |
| TF175         | Subway Station Main Switchgear and Panel Replacement | \$ 1,673,126  | \$ 2,740,918 |
| TF181         | Civic Center Substation                              | \$ 1,712,072  | \$ 1,671,242 |
| TF200         | Twin Peaks Tunnel Ballast Monitoring and Repairing   | \$ 1,750,000  | \$ 1,750,000 |
| TO000         | Reserve Transit Optimization                         | \$ 7,160,608  | \$ 9,067,206 |
| TO055         | 14 Mission: Downtown TPP                             | \$ 17,205,074 | \$ -         |
| TO070         | 27 Bryant: Transit Reliability Project               | \$ 550,000    | \$ 1,355,030 |
| TO077         | Transit Reliability Spot Improvements                | \$ 1,054,033  | \$ 1,099,589 |
| TO081         | Geary BRT Phase 2 (TO081)                            | \$ 787,463    | \$ 1,633,635 |

| <b>CIP ID</b>      | <b>Project Name</b>                                    | <b>FY23</b>           | <b>FY24</b>           |
|--------------------|--------------------------------------------------------|-----------------------|-----------------------|
|                    | Geary Phase 2                                          | \$ 725,850            | \$ 1,639,650          |
| TO085              | E/F Line Improvements: Extension to Aquatic Park       | \$ 100,000            | \$ -                  |
| TO198              | Bus TSP                                                | \$ 715,736            | \$ 742,061            |
| TO202              | Geneva/San Jose M-Line Terminal                        | \$ 498,000            | \$ 1,208,408          |
| TO203              | Bayshore Caltrain Station Upgrades                     | \$ -                  | \$ 2,000,000          |
| TO205              | Equity Strategy Improvements                           | \$ 90,000             | \$ 90,000             |
| TO208              | 30 Stockton: 3rd Street Transit Priority Project (TPP) | \$ -                  | \$ 3,457,126          |
| TO211              | J Church                                               | \$ 3,619,003          | \$ -                  |
| TO212              | K Ingleside TPP                                        | \$ -                  | \$ 1,846,895          |
| TO213              | M Oceanview TPP                                        | \$ 1,182,843          | \$ 2,277,157          |
| TO214              | N Judah: Judah Street TPP                              | \$ 248,960            | \$ 1,940,000          |
| TO215              | E/F Line Improvements: Fisherman's Wharf Relocation    | \$ 1,450,000          | \$ -                  |
| TO222              | 29 Sunset Muni Forward                                 | \$ -                  | \$ 8,592,772          |
| TO223              | Powell Street Plaza & Transit Reliability Improvements | \$ 4,940,000          | \$ -                  |
| TO227              | Transbay Transit Center Traction Power Upgrade         | \$ 1,600,000          | \$ -                  |
| TO228              | Transit Collision Reduction Spots Improvements         | \$ -                  | \$ 200,000            |
| TO229              | N Judah: Judah Street Quick Build                      | \$ 3,165,888          | \$ -                  |
| TONEW              | Bayview Community Shuttle                              | \$ 1,451,396          | \$ 3,191,396          |
| TONEW              | Bus Stop Lighting                                      | \$ 282,980            | \$ 113,990            |
| <b>Grand Total</b> |                                                        | <b>\$ 423,560,000</b> | <b>\$ 388,180,000</b> |

### **Enclosure 3**

#### **Consolidated Muni Fare Pricing and Policies**

This document serves as a comprehensive overview of all fare policies and pricing for Municipal Railway service (Muni).

#### **BASIC FARE TABLE**

| <b>FARE DESCRIPTION</b>                                                                | <b>PAYMENT METHOD</b>           | <b>FY22</b> | <b>FY 2023</b> | <b>FY 2024</b> |
|----------------------------------------------------------------------------------------|---------------------------------|-------------|----------------|----------------|
| Full Fare Single Ride                                                                  | Clipper/MuniMobile              | \$2.50      | \$2.50         | \$2.50         |
| Full Fare Single Ride                                                                  | Farebox/Limited Use Ticket      | \$3.00      | \$3.00         | \$3.00         |
| Senior/People with Disabilities Single Ride                                            | Clipper/MuniMobile              | \$1.25      | \$1.25         | \$1.25         |
| Senior/People with Disabilities Single Ride                                            | Farebox/Limited Use Ticket      | \$1.50      | \$1.50         | \$1.50         |
| Lifeline Single Ride Fare                                                              | Clipper                         | \$1.25      | \$1.25         | \$1.25         |
| Youth/Individuals experiencing homelessness Fare (Single Ride/Monthly Pass)            | All                             | N/A         | N/A            | N/A            |
| One-Day Pass (No Cable Car)                                                            | MuniMobile/Farebox              | \$5.00      | \$5.00         | \$5.00         |
| Adult "M" Monthly Pass                                                                 | Clipper                         | \$81        | \$81           | \$81           |
| Adult "A" Monthly Pass (+ BART within SF)                                              | Clipper                         | \$98        | \$98           | \$98           |
| Senior/People with Disabilities Monthly Pass                                           | Clipper                         | \$40        | \$40           | \$40           |
| Lifeline Monthly Pass                                                                  | Limited Locations               | \$40        | \$40           | \$40           |
| Cable Car Single Ride                                                                  | All                             | \$8.00      | \$8.00         | \$8.00         |
| Cable Car Discount Single Ride                                                         | MuniMobile                      | N/A         | N/A            | N/A            |
| Off-Peak Cable Car Fare (Seniors/People with Disabilities) from 9:00 p.m. to 7:00 a.m. | On-Board                        | \$4.00      | \$4.00         | \$4.00         |
| One Day Passport                                                                       | MuniMobile                      | \$13        | \$13           | \$13           |
| Three Day Passport                                                                     | MuniMobile                      | \$31        | \$31           | \$31           |
| Seven Day Passport                                                                     | MuniMobile                      | \$41        | \$41           | \$41           |
| One Day Passport                                                                       | Clipper/Sales Kiosk/Third-Party | \$24        | \$24           | \$24           |
| Three Day Passport                                                                     | Clipper/Sales Kiosk/Third-Party | \$36        | \$36           | \$36           |

| FARE DESCRIPTION          | PAYMENT METHOD                  | FY22             | FY 2023          | FY 2024          |
|---------------------------|---------------------------------|------------------|------------------|------------------|
| Seven Day Passport        | Clipper/Sales Kiosk/Third-Party | \$47             | \$47             | \$47             |
| Paratransit Van Services  | Cash/Pre-Paid Ticket/MuniMobile | \$2.50           | \$2.50           | \$2.50           |
| Paratransit Taxi Services | Paratransit Debit Card          | \$6 (\$30 Value) | \$6 (\$30 Value) | \$6 (\$30 Value) |

## FARE PAYMENT OPTIONS

The following options are available to pay fares and purchase products. Pricing and product availability varies by system.

1. CLIPPER® – Regional electronic fare program. Three-dollar initial card fee (free for Reduced Fare categories). Value may be added at Clipper retail locations, online or from ticket vending machines in Muni Metro stations. Five-dollar fee for replacement cards.
2. MuniMobile— Online application available on mobile phones to pre-pay fares. Application may be downloaded at [www.munimobile.com](http://www.munimobile.com).
3. FAREBOX – Fares paid at time of boarding at front of Muni bus, trolley or rail car (outside of the Metro station). A receipt is provided upon payment. Exact change is required.
4. LIMITED USE TICKET – In Muni Metro stations, a Limited Use ticket must be purchased from a Clipper ticket vending machine. The ticket is placed on the Clipper card reader at the faregate to access the paid area.

## FARE CATEGORIES

1. FULL FARE – Adults aged 19 to 64 years of age.
2. REDUCED FARE –A customer may qualify for the Reduced Fare by meeting or possessing one of the requirements below. Proof of age or appropriate identification is required when requested by an operator or fare inspector. For use on Clipper, special application requirements apply ([www.clippercards.com](http://www.clippercards.com)).
  - a. Senior – 65 years of age or older.
  - b. People with Disabilities – Customers with qualifying disabilities. Regional Transit Connection (RTC) card required for use on Clipper. For farebox or limited use ticket payment, RTC or Medicare card, state DMV issued Disability parking placard or discount transit card issued by another transit agency is accepted for eligibility. Disability attendants are eligible for same reduced fare when accompanying a qualified RTC card holder.
3. LIFELINE/LOW-INCOME – Customers at or below 200% of poverty. Application and

certification requirements apply ([www.sfmta.com/lifeline](http://www.sfmta.com/lifeline)).

4. PARATRANSIT – Customers who are unable, due to their disability, to independently use accessible fixed route services some or all of the time. Services include shared ride, group van, and taxi services. Application and certification requirements apply ([www.sfparatransit.com](http://www.sfparatransit.com)).
5. FREE FARE – The individuals and members of groups listed below are eligible to ride Muni for free:
  - a. Children/Youth under 19 years old.
  - b. Seniors and People with Disabilities at or below 100% Bay Area Median Income. Available for San Francisco residents only. Application and certification requirements apply ([www.sfmta.com/freemuni](http://www.sfmta.com/freemuni))
  - c. Individuals experiencing homelessness as certified by the Department of Homelessness and Supportive Services.
  - d. San Francisco Police and Sheriff Deputies presenting a regulation seven-pointed star and in full uniform.
  - e. Active employees of the SFMTA.
  - f. Dependents of active full-time SFMTA TWU Local 250A employees.
  - g. SFMTA TWU Local 250A retirees.

## **FARES AND PRODUCTS**

1. SINGLE RIDE – Single ride fares are valid for unlimited travel for 120 minutes and until 5 a.m. the following day if purchased after 8:30 p.m. Travel must be completed by expiration of time period
2. DAY PASS – Valid for unlimited travel (with the exception of Cable Car) until 11:59 p.m. the day of activation.
3. “M” MONTHLY PASS (Muni-Only) – Calendar month pass valid for unlimited travel on all Muni service until 11:59 p.m. on the third day of the following month.
4. “A” MONTHLY PASS (Muni + BART within San Francisco) – Calendar month pass valid for unlimited travel on all Muni service until 11:59 p.m. on the third day of the following month and BART service within San Francisco until the last day of the pass month.
5. CABLE CAR SINGLE RIDE – Valid for one single ride on a cable car with no transfers or re-boarding.
6. ONE, THREE AND SEVEN DAY PASSPORTS – Valid for unlimited travel on all Muni service (including Cable Car) until 11:59 p.m. on the last day of eligible use.
7. PARATRANSIT VAN SERVICE – Shared service for door to door and group travel.
8. PARATRANSIT TAXI SERVICE – Service offered in partnership with San Francisco taxi companies.

- 9. 10 TRIP PASS** – Advanced purchase pass valid for 10 trips on regular Muni service. Authorized for a six-month pilot on MuniMobile after which a Title VI Fare Equity Analysis required for board approval.
- 10. MONTHLY SINGLE RIDE FARE CAPPING** – Customers purchasing single ride trips will receive the benefit of unlimited trips on Muni after using the equivalent number of rides to a standard monthly pass. Authorized for a six-month pilot on MuniMobile after which a Title VI Fare Equity Analysis required for board approval.

### **FARE PRODUCTS (LIMITED AVAILABILITY)**

Available for non-profit, social service and government agencies for client-based distribution. Full fare tokens and monthly passes are provided at a fifty-percent discount.

- **TOKENS (BAGS OF 10)** – Each equivalent to one full fare pre-paid single ride fare.
- **LIMITED USE MONTHLY PASSES** – Monthly pass available on Clipper limited use ticket. Valid from the first day of the month until the last (no grace period).

### **INTER-AGENCY DISCOUNTS**

- 1. INTER-AGENCY TRANSFERS** - A fifty-cent discount is provided to Full Fare customers transferring from any connecting agency to Muni within specified time limits when using Clipper.
- 2. DALY CITY BART TRANSFER** – A free round-trip transfer is provided to all customers transferring from the Daly City BART station to Muni lines serving that station when using Clipper.
- 3. SAMTRANS ROUTE 122 Pass** – Pass holders eligible for free access to board and alight SamTrans Route 122 within the City and County of San Francisco.
- 4. REGIONAL INSTITUTIONAL PASS PROGRAM** – Multi-agency pass program authorizing unlimited travel on all transit agencies participating in the Clipper program and under agreement with the Metropolitan Transportation Commission. Program subject to cost sharing agreement between all transit agencies and Title VI equity analysis.

### **SPECIAL FARES**

- 1. NEW YEAR'S EVE** – Free service provided from 8 p.m. December 31<sup>st</sup> through 5 a.m. January 1<sup>st</sup> of each year.
- 2. YOUTH GROUP SUMMER DAY PASS** – Free passes available from Memorial Day to Labor Day, subject to availability, for non-profit and government agencies serving low-income youth. Passes allow for travel of 20 youth and two adults for one day.

**SPECIAL PROMOTIONAL FARES** - The Director of Transportation is authorized to approve the establishment of short-term promotional fares up to six months to support community requests or respond to public health or safety emergencies.

## **ANIMALS ON MUNI**

1. **SERVICE ANIMALS** –Trained service animals, as defined by the Americans with Disabilities Act (ADA), are allowed to ride free of charge on all Muni vehicles. Service dogs may travel without a muzzle but must be under the control of their owners. Service animals must ride on their owner's lap, under their owner's seat, or as far out of the aisle as possible. Animals may not occupy a seat.

When riding the Cable Car, service animals are encouraged to ride in the interior section of the cable car, either on their owner's lap or as far out of the aisle as possible. If riding on the exterior sections of the cable car, service animals must be on their owner's lap.

2. **PETS** – Pets are not allowed on Muni during peak hours Monday through Friday, 5 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m. During off-peak hours only one pet per vehicle is allowed. Pet owners or guardians must pay a fare equal to their own for their pet to ride. Dogs must be leashed and muzzled and can only ride on the lap of the rider or under their seat; all other pets must be carried in a small closed container on the lap of the rider or under their seat.

## **PROOF OF PAYMENT**

Evidence of fare payment (Proof of Payment) is required for all Muni service through the duration of the trip or while within the paid area of Muni stations. Failure to produce proof of payment when asked by a Fare Inspector will result in a fine (see San Francisco Transportation Code Division II, Section 302 for the list of current fines). Customers with proof of payment may board a Muni vehicle by any door. All other customers must enter at the front of the vehicle and pay the fare at the farebox. The farebox receipt serves as proof of payment. Clipper customers must tag their card and MuniMobile customer must activate their product immediately upon entering the vehicle.

## **INSTITUTIONAL PASS PROGRAM**

The SFMTA may enter into agreements with schools, government agencies, residential buildings, athletic facilities and other organizations to establish revenue neutral institutional pass programs. Groups must have a minimum of 500 participants (all members are required to participate and cannot “opt-out”). Fares will be set based on estimated fare revenue based on transit use across the entire group and divided by the total population. The formula for establishing the revenue neutral fare will be based on demographic and organization specific data, and actual Clipper usage (where available) as part of the individual agreements with participating organizations.

## **THIRD PARTY SALES COMMISSION**

Third-party sellers, under agreement with the SFMTA, shall be entitled to a \$0.75 commission per fare media item sold and \$1.50 for transit maps.

### **BULK DISCOUNT**

The following bulk rate discounts shall be applied to purchases of available fare media:

- 1) 10% - 100 to 499 items
- 2) 15% - 500 to 999 items
- 3) 20% - 1,000 and above

Bulk rate purchases are non-refundable.

### **REFUNDS/REPLACEMENTS**

Fare refunds are only available for Cable Car tickets and One, Three and Seven Day Passports due to a verifiable cable car service disruption. Refunds are not available for non-cable car service outages, farebox payments (including overpayment), or incorrect ticket purchases.

### **ADOPTION OF FARES**

On April 21, 2009, the SFMTA Board of Directors approved Resolution No. 09-065 setting forward an automated indexing plan for setting fees, fares and fines. As part of the budget review, the Board may revise the rates for Muni fares based on policies to incentivize transit use, pre-payment of fares and to promote equity. A Title VI Equity Analysis will be submitted in conjunction with any fare change as required by Federal Transit Administration guidelines.

The following policies apply to setting certain fares and products:

| Fare/Product                        | Pricing Formula                                       |
|-------------------------------------|-------------------------------------------------------|
| Reduced/Low-Income Fares & Products | < Fifty-percent of Full Fare single ride/monthly pass |
| “A” Pass Premium                    | “M” monthly pass fare + 20%                           |
| One Day Passport (Pre-Paid)         | One Cable Car + two Full Fare                         |
| Three Day Passport (Pre-Paid)       | Two Cable Car + six Full Fare                         |
| Seven Day Passport (Pre-Paid)       | Two Cable Car + ten Full Fare                         |
| Day Pass                            | Two Full Fare                                         |

### **EFFECTIVE DATE**

Fare changes to non pre-paid Passports and Cable Car tickets will go into effect January of each year of the budget cycle. Unless otherwise noted, all other fare changes shall go into effect September of the first year of the budget cycle and July of the second year.

**Enclosure 5**  
**Changes to Fees, Fine and Charges**

**Cost Recovery Fees**

All cost recovery fees are calculated based on a cost recovery methodology in which revenues from fees may not exceed the sum labor and non-labor costs for the SFMTA to provide each program, per California 1996 Proposition 218 and California Constitution Article XIII C-D.

Cost recovery program labor costs were calculated by surveying the total staff hours utilized to run each program in FYs 2019-2021; these total staff hours were used as the basis to project labor costs for FY 2023 and FY 2024. Labor costs, benefits, and overhead costs were increased according to SFMTA's labor agreements or CPI where agreements are being negotiated. Program costs also account for any known programmatic or policy changes where it is reasonable to assume that these changes will lead to increased or decreased costs. AIIP is applied to select cost recovery programs to increase fees at a rate no higher than increased costs to the agency, in order to meet SFMTA's policy goals.

Non-labor costs were determined based on existing contracts and prior year materials expenses.

Revenues were projected based on FY 2019-2021 service-unit actuals multiplied by the proposed fees, accounting for programmatic and policy changes, and historical trends where it is reasonable to assume that these changes will lead to increased revenues.

**Residential Parking Permit Program** (including Residential, Visitor, Business and Commercial Permit Fees): The Residential Parking Program was established in 1976 to provide greater parking availability for City residents and merchants by discouraging long-term parking by non-residents or commuters. Presently there are 31 residential parking permit areas in the City. These parking permit fees are a cost recovery fee and proposed increases will offset the actual costs for enforcement and other expenses associated with the administration of the Residential Parking Program.

| Residential Parking Permits                                                                                                  | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|------------------------------------------------------------------------------------------------------------------------------|-------------|------------------|------------------|
| Motorcycle (Annual)                                                                                                          | \$119       | \$83             | \$85             |
| Motorcycle (Six-Months)                                                                                                      | \$60        | \$41             | \$43             |
| Resident/Business/Commercial Vehicle/School/Fire Station/Foreign Consulate/Medical & Childcare Provider (Annual)             | \$160       | \$165            | \$170            |
| Resident/Business/Commercial Vehicle/School/Fire Station/Foreign Consulate/Medical & Childcare Provider (Six months or less) | \$79        | \$82             | \$86             |
| 1- Day Flex Permit (price per permit for permits 1-5 purchased in a year)                                                    | \$7         | \$7              | \$7              |

| Residential Parking Permits                                                 | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|-----------------------------------------------------------------------------|-------------|------------------|------------------|
| 1- Day Flex Permit (price per permit for permits 6-15 purchased in a year)  | \$9         | \$9              | \$9              |
| 1- Day Flex Permit (price per permit for permits 16-20 purchased in a year) | \$15        | \$15             | \$15             |
| Temporary/Visitor (2 weeks)                                                 | \$57        | \$59             | \$61             |
| Temporary/Visitor (4 weeks)                                                 | \$81        | \$84             | \$87             |
| Temporary/Visitor (6 weeks)                                                 | \$104       | \$107            | \$111            |
| Temporary/Visitor (8 weeks)                                                 | \$135       | \$139            | \$144            |
| Permit Transfer                                                             | \$26        | \$26             | \$27             |
| Vanpool Permit-One Year                                                     | \$160       | \$165            | \$170            |
| Vanpool Permit-Less than 6 Months                                           | \$79        | \$82             | \$85             |
| Farmer's Permit (quarterly)                                                 | \$247       | \$255            | \$263            |

**Contractor Parking Permit Program:** Parking permit available for licensed Contractors. Permit exempts holder from payment at parking meters and time limits in Residential Permit Parking areas. Permit fees are cost recovery and proposed increases will offset the actual costs for lost parking meter revenue, enforcement and other expenses associated with permit administration.

| Contractor Parking Permits              | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|-----------------------------------------|-------------|------------------|------------------|
| Contractor (Annual/Renewal – full rate) | \$2,169     | \$2,210          | \$2,340          |
| Contractor (6 months)                   | \$1,097     | \$2,105          | \$2,170          |
| Contractor Permit Transfer              | \$26        | \$26             | \$27             |

**Color Curb Program:** Residents, organizations, and business owners apply for various colored curb zones as authorized by the California Vehicle Code. These zones include white zones (passenger loading and unloading), green zones and meters (short-term parking), red zones (no parking), yellow zones (freight loading and unloading) and blue zones (parking for the disabled). The program's costs are funded by fees for white and green zones and for Driveway red zones charged to the requestors.

| Color Curb Program White or Green Zones                                                                         | Current Fee                    | FY 2023 Proposed               | FY 2024 Proposed               |
|-----------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------------|--------------------------------|
| White Zones, Green Zones, or General Loading Zones (“No Parking Zones”): Application Fee: Flat Rate All Lengths | \$775                          | \$825                          | \$850                          |
| White Zones, Green Zones, or General Loading Zones (“No                                                         | Per 22 linear feet or fraction | Per 22 linear feet or fraction | Per 22 linear feet or fraction |

| Color Curb Program White or Green Zones                                                                                                      | Current Fee                       | FY 2023 Proposed                  | FY 2024 Proposed                  |
|----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| Parking Zones"): Initial Installation Fee and Renewal Fee Every 2 Years After Installation                                                   | thereof: \$525<br>Maximum: \$2500 | thereof: \$555<br>Maximum: \$2500 | thereof: \$575<br>Maximum: \$2875 |
| Driveway Red Zone: Application Fee                                                                                                           | \$255                             | \$350                             | \$385                             |
| Driveway Red Zone: Painting Fee - per 6 linear feet or fraction thereof                                                                      | \$230                             | \$300                             | \$330                             |
| No Parking Zone: Applicant More Than 1,000 Feet Away - Application Fee                                                                       | N/A                               | \$4,500                           | \$4,650                           |
| No Parking Zone: Applicant More Than 1,000 Feet Away - Initial Installation Fee and Renewal Fee Every 2 Years After Installation: 0-22 feet  | N/A                               | \$2,200                           | \$2,275                           |
| No Parking Zone: Applicant More Than 1,000 Feet Away - Initial Installation Fee and Renewal Fee Every 2 Years After Installation: 23-44 feet | N/A                               | \$4,400                           | \$4,550                           |
| No Parking Zone: Applicant More Than 1,000 Feet Away - Initial Installation Fee and Renewal Fee Every 2 Years After Installation: 45-66 feet | N/A                               | \$6,600                           | \$6,820                           |
| No Parking Zone: Applicant More Than 1,000 Feet Away - Initial Installation Fee and Renewal Fee Every 2 Years After Installation: 45-66 feet | N/A                               | \$8,800                           | \$9,100                           |
| No Parking Zone: Applicant More Than 1,000 Feet Away - Initial Installation Fee and Renewal Fee Every 2 Years After Installation: 89+ feet   | N/A                               | \$11,000                          | \$11,370                          |

**Temporary Street Closure:** A temporary street closure permit is required for events such as neighborhood block parties, street fairs, athletic or other events. The fee schedule imposes greater increases for late filed applications due to the increased SFMTA costs that result.

| Temporary Street Closure Fees | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|-------------------------------|-------------|------------------|------------------|
| Neighborhood Block Party      |             |                  |                  |
| More than 120 days in advance | \$50        | \$50             | \$52             |
| 90-120 days in advance        | \$75        | \$50             | \$52             |
| 60-89 days in advance         | \$100       | \$100            | \$110            |
| 30-59 days in advance         | \$150       | \$200            | \$225            |
| 7-29 days in advance          | \$350       | \$325            | \$350            |
| Fewer than 7 days in advance  | \$350       | \$500            | \$600            |
| Community Events              |             |                  |                  |
| More than 120 days in advance | \$100       | \$150            | \$150            |
| 90-120 days in advance        | \$150       | \$150            | \$150            |
| 60-89 days in advance         | \$200       | \$225            | \$250            |
| 30-59 days in advance         | \$300       | \$275            | \$300            |
| 7-29 days in advance          | \$500       | \$550            | \$550            |
| Fewer than 7 days in advance  | \$750       | \$1,000          | \$1,000          |
| Special Events                |             |                  |                  |
| More than 120 days in advance | \$1,100     | \$1,150          | \$1,200          |
| 90-120 days in advance        | \$1,325     | \$1,400          | \$1,500          |
| 60-89 days in advance         | \$1,600     | \$1,700          | \$1,800          |
| 30-59 days in advance         | \$2,000     | \$2,100          | \$2,200          |
| 7-29 days in advance          | \$2,200     | \$2,500          | \$2,600          |
| Fewer than 7 days in advance  | \$2,750     | \$3,000          | \$3,100          |

**Special Traffic Permits:** A Special Traffic Permit is required for any work that obstructs traffic on any street or sidewalk area due to construction, excavation, or other activity. The proposed increases in the special traffic permit fees are estimated to offset the cost of enforcement and other expenses associated with the administration of the program.

| Special Traffic Permits | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|-------------------------|-------------|------------------|------------------|
| Base Permit Processing  | \$350       | \$362            | \$374            |
| Daily Fee               | \$71        | \$73             | \$75             |
| Late Fee                | \$393       | \$406            | \$419            |

**Community Service Program:** JBR Partners, a third-party agency under agreement with the SFMTA, provides options for eligible customers to perform community service in lieu of payment for parking and transit violations. The processing fee charged by the SFMTA covers the administrative costs of processing the contract with the customer, referral to the JBR office, and the processing of work credits by JBR.

| Community Service Plan*                      | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|----------------------------------------------|-------------|------------------|------------------|
| Community Service Plan \$300 or less Owed    | \$27        | \$27             | \$27             |
| Community Service Plan \$301 to \$600 Owed   | \$54        | \$54             | \$54             |
| Community Service Plan \$601 to \$1,000 Owed | \$79        | \$79             | \$79             |

\*One fee waiver per year for low income customers.

**Boot Removal Fee:** A fee to remove a boot from a vehicle with five or more citations. The fee offsets the cost of enforcement and other expenses associated with the administration of the Boot Removal Program. The standard boot removal fee is being decreased in FY 2023 based on operational efficiencies and policy changes.

| Description                                                              | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|--------------------------------------------------------------------------|-------------|------------------|------------------|
| Standard Boot Removal Fee                                                | \$550       | \$495            | \$505            |
| Low Income Boot Removal Fee                                              | \$75        | \$75             | \$75             |
| One-Time Waiver Boot Removal Fee – Individuals Experiencing Homelessness | \$0         | \$0              | \$0              |

**Towing and Storage Fees:** The SFMTA contracts with a third-party service provider, Tegsco llc. to provide citywide vehicle towing services. The SFMTA charges towing and storage fees to recover the agency's costs related to the removal, storage, sale, and release of towed vehicles. The minimum fees the SFMTA charges to recover a towed vehicle are the Administrative Fee and Base Tow Fee.

The administrative fee recovers the SFMTA's internal labor costs for administering the vehicle towing program. The towing fee recovers the cost of the SFMTA's Auto Return contract. The storage fee recovers the cost of real estate rental for both of the SFMTA tow yards. Auction and lien fees recover the cost of administering vehicle auctions and liens.

The SFMTA proposes to maintain existing discounts and waivers for people with low-incomes and experiencing homelessness. In addition, the agency proposes to increase the storage fee waiver for people experiencing homelessness from 15 days to 30 days.

Administrative Fees:

| Description                                                  | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|--------------------------------------------------------------|-------------|------------------|------------------|
| SFMTA Administrative Fee<br>(Low Income)                     | \$0         | \$0              | \$0              |
| SFMTA Administrative Fee<br>(First Time Towed)               | \$275       | \$284            | \$293            |
| SFMTA Administrative Fee<br>(After First Time Towed for All) | \$325       | \$336            | \$347            |

Towing Fees:

| Description                                                                     | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|---------------------------------------------------------------------------------|-------------|------------------|------------------|
| Tow Fee (Light Duty)                                                            | \$268       | \$277            | \$286            |
| Tow Fee (Medium Duty)                                                           | \$268       | \$277            | \$286            |
| Tow Fee (Heavy Duty)                                                            | \$268       | \$277            | \$286            |
| One-Time Tow Fee Waiver for<br>People Certified as<br>Experiencing Homelessness | \$0         | \$0              | \$0              |
| Tow Fee (Low-Income)                                                            | \$100       | \$100            | \$100            |
| Dolly                                                                           | \$47        | \$49             | \$51             |

Storage Fee (waived if vehicle is picked up within four hours of arrival at storage facility):

| Description                                                                                                                                         | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------|------------------|
| Storage Fee – Motorcycles/Scooters – first<br>24 hours or part thereof                                                                              | \$22        | \$23             | \$24             |
| Storage Fee – Motorcycles/Scooters –<br>every full calendar day (or part thereof)<br>following the first 24 hours                                   | \$27        | \$28             | \$29             |
| Storage Fee – Passenger/Light/Duty<br>Vehicles (other than motorcycles/scooters)<br>first 24 hours or part thereof                                  | \$58        | \$60             | \$62             |
| Storage Fee – Light Duty Vehicles (other<br>than motorcycles/scooters) every full<br>calendar day (or part thereof) following the<br>first 24 hours | \$69.50     | \$72             | \$74             |
| Storage Fee – Medium Duty Vehicles –<br>first 24 hours or part thereof                                                                              | \$80.50     | \$83             | \$86             |
| Storage Fee – Medium Duty Vehicles –<br>every full calendar day (or part thereof)<br>following the first 24 hours                                   | \$96        | \$99             | \$102            |

| Description                                                                                                | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|------------------------------------------------------------------------------------------------------------|-------------|------------------|------------------|
| Storage Fee – Heavy Duty Vehicles – first 24 hours or part thereof                                         | \$118       | \$122            | \$126            |
| Storage Fee – Heavy Duty Vehicles – every full calendar day (or part thereof) following the first 24 hours | \$142       | \$147            | \$152            |

Auction Sales Service Fee (Based on vehicle sale amount):

| Description          | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|----------------------|-------------|------------------|------------------|
| \$0 - \$249.99       | \$45        | \$46             | \$48             |
| \$250 - \$499.99     | \$75        | \$77             | \$80             |
| \$500 - \$999.99     | \$150       | \$155            | \$160            |
| \$1,000 - \$1,499.99 | \$250       | \$258            | \$267            |
| \$1,500 - \$1,999.99 | \$350       | \$362            | \$374            |
| \$2,000 - \$2,499.99 | \$450       | \$465            | \$480            |
| \$2,500 - \$4,999.99 | \$750       | \$775            | \$801            |
| \$5,000 and above    | \$1,000     | \$1,033          | \$1,067          |

Lien Fees:

| Description                                                             | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|-------------------------------------------------------------------------|-------------|------------------|------------------|
| Vehicles valued at \$4000 or less - Initiation of lien after 72 Hours   | \$35        | \$36             | \$37             |
| Vehicles valued at \$4000 or less – Completion of lien                  | \$35        | \$36             | \$37             |
| Vehicles valued at more than \$4000 - Initiation of lien after 72 Hours | \$50        | \$52             | \$54             |
| Vehicles valued at more than \$4000 – Completion of lien                | \$50        | \$52             | \$54             |

Tow-Backs:

| Description      | Current Fee | FY 2023 | FY 2024 |
|------------------|-------------|---------|---------|
| Tow-back service | \$268       | \$277   | \$286   |

**Special Collection Fee:** These are fees assessed to delinquent parking citation collections. Late penalties are frozen for FY 2023 and FY 2024. The Special Collections fee covers the cost of administering the program by the Treasurer's Tax Collector office, supported by SFMTA staff.

| Description                                                         | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|---------------------------------------------------------------------|-------------|------------------|------------------|
| After the 1 <sup>st</sup> payment due date                          | \$38        | \$38             | \$38             |
| After the 2 <sup>nd</sup> payment due date                          | \$53        | \$53             | \$53             |
| Special Collection Fee - after the 2 <sup>nd</sup> payment due date | \$40        | \$40             | \$40             |

**Commuter Shuttle:** Fee per stop charged to shuttles authorized by permit to use Muni bus stops. This fee will increase based on AIIP.

| Description      | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|------------------|-------------|------------------|------------------|
| Commuter Shuttle | \$8.30      | \$8.60           | \$8.80           |

**Temporary Exclusive Use of Parking Meter fee (Section 904):** Fee charged to contractors and building owners when they privately occupy a metered parking space, making it unavailable for public use and taking it out of revenue service. It is also used to calculate the Contractor Parking Permit and Parking Meter Removal and Relocation fees.

| Description                                  | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|----------------------------------------------|-------------|------------------|------------------|
| Temporary Exclusive Use of Parking Meter Fee | \$16.50     | \$17             | \$18             |

**Parking Meter Use fee (Section 312):** Fee charged to cover lost revenue from making a parking meter unavailable for public parking. Also used to calculate the City Vehicle Parking Permit and other fees which factor the revenue lost from parking meter removal. The Parking Meter Use Fee is based on the citywide average revenue of a parking meter in the prior fiscal year.

| Description                             | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|-----------------------------------------|-------------|------------------|------------------|
| Parking Meter Use Fee per day per Meter | \$14        | \$15             | \$16             |

**SFMTA Parking Permit Fee:** SFMTA charges this parking permit fee to City employees or departments for parking privileges and is based on the daily Parking Meter Use Fee set forth in Section 312, calculated based on a five day per week period for fifty-two weeks per year.

| Description              | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|--------------------------|-------------|------------------|------------------|
| SFMTA Parking Permit Fee | \$3,640     | \$3,900          | \$4,160          |

**Vehicle Press Parking Permit:** Fee charged to members of the press who have been approved by the SFPD to receive a press parking permit. This fee is capped by state law.

| Description          | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|----------------------|-------------|------------------|------------------|
| Vehicle Press Permit | \$72        | \$74             | \$77             |

**Signs and Parking Space Removal/Relocation Fee:** Fee charged to reimburse the SFMTA for costs incurred for the removal or relocation of SFMTA signs and poles due to projects related to tree planting, sidewalk widening or reconstruction, new commercial or residential developments, or other projects which require the removal or relocation of SFMTA signs or poles.

| Description                                                              | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|--------------------------------------------------------------------------|-------------|------------------|------------------|
| (Establish) Parking Space for temporary relocation of colored curb zones | \$740       | \$764            | \$789            |

**Temporary No-Parking Sign Posting Fee:** This fee is to reimburse the SFMTA for costs incurred for posting temporary no-parking signs for Special Events, Film Production, and Residential or Commercial Moves based on the number of signs posted. Residents, organizations and business owners apply for temporary No Parking Tow Away signs in order to reserve the necessary parking space for special events such as parades, marathons, commercial or residential moves, corporate events, funerals, and other similar needs. The program is funded by cost recovery.

The Temporary Signage Posting Fees will increase based on cost recovery due to increased labor costs.

| Description                                                  | Current Fee                   | FY 2023 Proposed              | FY 2024 Proposed              |
|--------------------------------------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Application filed 14 days before an event approved by ISCOTT |                               |                               |                               |
| 1-4 Signs                                                    | \$302                         | \$312                         | \$322                         |
| 5-9 Signs                                                    | \$404                         | \$417                         | \$431                         |
| 10-15 Signs                                                  | \$504                         | \$521                         | \$538                         |
| 16-21 Signs                                                  | \$606                         | \$626                         | \$647                         |
| 22-28 Signs                                                  | \$705                         | \$728                         | \$752                         |
| 29-35 Signs                                                  | \$807                         | \$834                         | \$861                         |
| 36-43 Signs                                                  | \$908                         | \$938                         | \$969                         |
| 44-51 Signs                                                  | \$1,010                       | \$1,043                       | \$1,078                       |
| 52 or More Signs                                             | \$17 for each additional sign | \$18 for each additional sign | \$18 for each additional sign |
| Self-Posting Fee for Special Events                          | \$10 per sign                 | \$10 per sign                 | \$11 per sign                 |

| Description                                                                  | Current Fee                   | FY 2023 Proposed              | FY 2024 Proposed              |
|------------------------------------------------------------------------------|-------------------------------|-------------------------------|-------------------------------|
| <b>Application filed 13 or fewer days before an event approved by ISCOTT</b> |                               |                               |                               |
| 1-4 Signs                                                                    | \$421                         | \$435                         | \$449                         |
| 5-9 Signs                                                                    | \$522                         | \$539                         | \$557                         |
| 10-15 Signs                                                                  | \$623                         | \$644                         | \$665                         |
| 16-21 Signs                                                                  | \$724                         | \$748                         | \$773                         |
| 22-28 Signs                                                                  | \$824                         | \$851                         | \$879                         |
| 29-35 Signs                                                                  | \$925                         | \$956                         | \$987                         |
| 36-43 Signs                                                                  | \$1,027                       | \$1,061                       | \$1,096                       |
| 44-51 Signs                                                                  | \$1,128                       | \$1,165                       | \$1,204                       |
| 52 or More Signs                                                             | \$17 for each additional sign | \$18 for each additional sign | \$18 for each additional sign |
| Self-Posting Fee for Special Events                                          | \$10 per sign                 | \$10 per sign                 | \$11 per sign                 |
| <b>Application Filed for 311 Temporary Signs (Up to 3 Days)</b>              |                               |                               |                               |
| 1-4 Signs                                                                    | \$310                         | \$315                         | \$310                         |
| 5-9 Signs                                                                    | \$412                         | \$426                         | \$412                         |
| 10-15 Signs                                                                  | \$518                         | \$535                         | \$518                         |
| 16-21 Signs                                                                  | \$622                         | \$643                         | \$622                         |
| 22-28 Signs                                                                  | \$723                         | \$747                         | \$723                         |
| 29-35 Signs                                                                  | \$828                         | \$855                         | \$828                         |
| 36-43 Signs                                                                  | \$930                         | \$961                         | \$930                         |
| 44-51 Signs                                                                  | \$1,035                       | \$1,069                       | \$1,035                       |
| 52 or More Signs                                                             | \$17 for each additional sign | \$18 for each additional sign | \$18 for each additional sign |
| Application Filed for 311 Temporary Signs Additional Fee (4 to 7 days)       | \$54                          | \$56                          | \$58                          |
| Design Change Fee                                                            | \$54                          | \$56                          | \$58                          |
| Self-Posting Fee                                                             | \$10 per sign                 | \$10 per sign                 | \$11 per sign                 |

**On-Street Shared Vehicle Permit:** Qualified Vehicle Sharing Organizations (as defined and conditioned in Transportation Code Sections 901 and 911) are eligible for these permits, which designate reserved on-street parking spaces for the exclusive use of the permittee's shared vehicles. The permit fee covers program administration costs, parking space marking materials and labor, and marginal enforcement costs. Permits are granted for one-year terms which expire on June 30 of each fiscal year unless otherwise renewed or revoked and billed monthly in advance at the monthly rate appropriate to the permit zone (TRC Sec 911(a)(5)) in which the permitted parking space is located.

| Description                              | Current Monthly Fee | FY 2023 Proposed | FY 2024 Proposed |
|------------------------------------------|---------------------|------------------|------------------|
| On-Street Shared Vehicle Permit – Zone 1 | \$130               | \$70             | \$72             |

| Description                              | Current Monthly Fee | FY 2023 Proposed | FY 2024 Proposed |
|------------------------------------------|---------------------|------------------|------------------|
| On-Street Shared Vehicle Permit – Zone 2 | \$75                | \$30             | \$31             |
| On-Street Shared Vehicle Permit – Zone 3 | \$20                | \$10             | \$10             |

**Shared Electric Moped Parking Permit:** Qualified Shared Electric Moped Organizations (as defined and conditioned in Transportation Code Sections 901 and 915) are eligible for these permits, which exempt permitted shared electric mopeds from some on-street parking regulations. The permit fee covers program administration costs, permit printing costs, and meter revenue recovery for meters exempted by the permit.

| Description | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|-------------|-------------|------------------|------------------|
| Annual      | \$100       | \$103            | \$107            |
| 6-Months    | \$50        | \$52             | \$53             |

**Motor Coach Substitution:** Fee charged to events which require rerouting of trolley bus service due to street closure, substitution to motor coach.

The Motor Coach Substitution Fee will increase based on cost recovery due to increased labor costs. according to AIIP.

| Description              | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|--------------------------|-------------|------------------|------------------|
| Motor Coach Substitution | \$39        | \$41             | \$42             |

**Citywide Demand-Responsive Parking Pricing:** Demand-responsive pricing uses price to manage parking availability, opening spaces and reducing circling and double-parking; it encourages drivers to park in underused areas and garages, reducing demand in overused areas. It applies to rates for parking meters located anywhere within the boundaries of the City and County of San Francisco not under the jurisdiction of the Port of San Francisco, the Recreation and Park Department, the Golden Gate National Recreation Area, the Presidio of San Francisco, or the Treasure Island Development Authority.

Rates are currently set between \$0.50 an hour and \$10 an hour. Within that range, the rates may be adjusted periodically based on vehicle occupancy on any block or set of blocks during the hours of parking meter operation according to the following criteria: (a) if occupancy is 80% or above, rates will be increased by \$0.25 per hour; (b) if occupancy is 60% or above but below 80%, rates will not be changed; (c) if occupancy is below 60%, rates will be lowered by \$0.25 per hour. Rates shall be adjusted for any particular block or set of blocks not more than once every 28 days.

While no blocks have reached the \$10 cap because of the pause of demand-responsive pricing adjustments during the COVID, about one percent of blocks with the highest demand are at \$9.50 and, given the continued high demand, will soon reach the \$10 cap. Once those blocks

reach the cap, SFMTA's ability to manage parking availability will be curtailed. Raising the parking meter demand-responsive rate cap to \$11 in FY 2023 and \$12 in FY 2024 will enable SFMTA's continued management of parking demand and availability in the most-used parking blocks, while reducing congestion and encouraging use of alternative transportation modes.

| Description                           | Current Band | FY 2023 Proposed | FY 2024 Proposed |
|---------------------------------------|--------------|------------------|------------------|
| Citywide Variable Parking Meter Rates | \$0.50-\$10  | \$0.50-\$11      | \$0.50-\$12      |

**Non-Standard Vehicle Permit Fees:** This is a permit program for privately-owned, shared vehicles for hire (Private transit vehicles or PTVs) wherein companies are required to apply for and receive a permit prior to operating private transit service within the City. This fee reimburses the SFMTA for staff time including on-street enforcement, electronic enforcement through data analysis, planning, route analysis, policy and permit review.

The Non-Standard Vehicle Permit Fees will be based on cost recovery due to increased labor costs.

| Description             | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|-------------------------|-------------|------------------|------------------|
| Permit Application Fee* | \$5,370     | \$5,547          | \$5,730          |
| Annual Fee              |             |                  |                  |
| 1 to 5 Vehicles         | \$10,740    | \$11,094         | \$11,460         |
| 6 to 25 Vehicles        | \$26,850    | \$27,736         | \$28,651         |
| 26 to 50 Vehicles       | \$53,700    | \$55,472         | \$57,303         |
| 50 to 100 Vehicles      | \$96,660    | \$99,850         | \$103,145        |
| 100 to 150 Vehicles     | \$198,690   | \$205,247        | \$212,020        |
| 151 to 250 Vehicles     | \$257,760   | \$266,266        | \$275,053        |

\* Permit Application Fee is a non-refundable fee that is applied towards the Vehicle Permit Fee amount when approved.

**Planning/Development Transportation Analysis Review Fee:** This fee reimburses the SFMTA for staff costs related to the review of environmental review documents and supporting analysis for development projects and area plans. This includes SFMTA staff review of and comment on Transportation Studies, environmental mitigations, transportation-related sections within programmatic or project-level environmental documents, as well as SFMTA staff participation in interdepartmental meetings on these subjects. There are two tiers of fees: Transportation Review Fee for projects that require large infrastructure investment, or that are of statewide, regional, or area wide significance as defined in CEQA, or that require analysis of several transportation topics within a geographic area that extends beyond the project block; and Site Circulation Review Fee for projects that require limited, localized analysis of a few transportation topics circulation memos that focus analysis on a few specific transportation

topics, such as loading.

The Planning/Development Transportation Analysis Review Fee will increase based on the AIIP.

| Description                          | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|--------------------------------------|-------------|------------------|------------------|
| Fee per Case-Transportation Review   | \$32,760    | \$33,841         | \$34,958         |
| Fee per Case-Site Circulation Review | \$5,720     | \$5,909          | \$6,104          |

**Development Project Review Fee:** This fee reimburses the SFMTA for staff costs related to review of documents associated with a development project's proposed land use and transportation program, not including environmental review documents. This includes SFMTA staff review of and comment on Preliminary Project Assessments (PPAs), site designs, project interface with streets, and participation in interagency meetings on these topics.

The Development Project Review Fee will increase based on the AIIP.

| Description  | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|--------------|-------------|------------------|------------------|
| Fee per Case | \$1,300     | \$1,343          | \$1,387          |

**Stationless Bicycle Share Program Permit:** Stationless Bicycle Share Operators are required to obtain this permit to offer more than ten Stationless Shared Bicycles for hire in San Francisco. The permit fee reimburses SFMTA for costs associated with reviewing, approving, issuing and enforcing the terms of initial permits and annual permit renewals.

The Stationless Bicycle Share Program Permit fees will increase based on the AIIP.

| Description            | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|------------------------|-------------|------------------|------------------|
| Permit Application Fee |             |                  |                  |
| Application            | \$5,512     | \$5,692          | \$5,873          |
| Annual / Renewal Fee   |             |                  |                  |
| Annual/Renewal Fee     | \$39,322    | \$40,604         | \$41,898         |

**Powered Scooter Share Program Permit:** Powered Scooter Share Operators are required to obtain this permit to offer Powered Shared Scooters for hire in San Francisco. The permit fee reimburses SFMTA for costs associated with reviewing, approving, issuing and enforcing the terms of initial permits and annual permit renewals.

The Powered Scooter Share Program Permit fees will increase based on the AIIP.

| Description            | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|------------------------|-------------|------------------|------------------|
| Permit Application Fee |             |                  |                  |

| Description                                      | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|--------------------------------------------------|-------------|------------------|------------------|
| Application                                      | \$5,512     | \$5,843          | \$6,173          |
| Annual / Renewal Fee                             |             |                  |                  |
| Annual/Renewal Fee                               | \$39,322    | \$41,681         | \$44,041         |
| Public Property Repair and Maintenance Endowment | \$2,500     | \$2,500          | \$2,500          |

### Intellectual Property License Fees

State law provides an exception from cost recovery requirements for real estate, real property rental, and franchise fees. Although these fees may be analyzed using a cost recovery methodology, fees in excess of cost recovery are permissible. Notwithstanding this exception, SFMTA staff used a cost recovery analyses to understand whether these fees are generating sufficient revenue or being subsidized by other SFMTA revenues.

***Intellectual Property License Fee (Film Permits) (e.g. for films, TV shows, ads featuring SFMTA)*** - fees charged by the Film Commission in conjunction with permits for filming that involve visual images of SFMTA trademarks and service marks. (Note that the SFMTA is proposing to eliminate the applicable fees for non-profits and government agencies which will be exempt from any fees.)

The Intellectual Property License Fees will increase based on cost recovery due to increased labor costs.

| Description                                                                                                                                 | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|---------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------|------------------|
| Television Series/Movie/Pilot/ Documentary based on the project's budget (in excess of \$500,000) submitted to the Film Commission          | \$1,499     | \$1,550          | \$1,600          |
| Television Series/ Movie/Pilot/Documentary based on the project's budget (between \$100,000 and \$500,000) submitted to the Film Commission | \$750       | \$775            | \$800            |
| Television Series/Movie/Pilot/ Documentary based the project's budget (less than \$100,000) submitted to the Film Commission                | \$375       | \$387            | \$400            |
| Commercials                                                                                                                                 | \$750       | \$775            | \$800            |
| Still Photography/ Corporate/Music Video/ Industrial/Web Content/Short (40 minutes or less)                                                 | \$375       | \$387            | \$400            |
| Travel shows promoting San Francisco, as determined by the Film Commission.                                                                 | \$107       | \$111            | \$115            |

| Description                                                                                                                                                                                                                                                                            | Current Fee | FY 2023 Proposed | FY 2024 Proposed |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------|------------------|
| By qualified students when (i) the Film Commission permit is accompanied by a letter from a college or university professor confirming that the film is a student project, and (ii) insurance coverage from the college or university is provided as determined by the Film Commission | Waived      | Waived           | Waived           |
| By qualified college or university students other than as described above as determined by the Film Commission                                                                                                                                                                         | \$62        | \$64             | \$66             |
| By qualified Non-Profit or Government Agency (or Public Service Announcement) as determined by the Film Commission                                                                                                                                                                     | \$0         | \$0              | \$0              |

## Citations and Fines

Fines have been adjusted based on the SFMTA's AIIP, except where fine levels are at the state mandated maximum and/or expressly set through other state law.

### PEDESTRIANS AND SIDEWALKS

| TRANSPORTATION CODE SECTION | DESCRIPTION                                  | Current Fine Amount | FY 2023 Proposed | FY 2024 Proposed |
|-----------------------------|----------------------------------------------|---------------------|------------------|------------------|
| Div I 7.2.10                | Pedestrian Crossings                         | \$77                | \$80             | \$83             |
| Div I 7.2.11                | Electric Assistive Personal Mobility Devices | \$100               | \$103            | \$106            |
| Div I 7.2.12                | Bicycle Riding Restricted                    | \$100               | \$103            | \$106            |
| Div I 7.2.13                | NUV Violation                                | \$100               | \$103            | \$106            |

### ON-STREET PARKING

| TRANSPORTATION CODE SECTION | DESCRIPTION                          | Current Fine Amount | FY 2023 Proposed | FY 2024 Proposed |
|-----------------------------|--------------------------------------|---------------------|------------------|------------------|
| Div I 7.2.20                | Residential Parking                  | \$96                | \$99             | \$102            |
| Div I 7.2.22                | Street Cleaning                      | \$84                | \$87             | \$90             |
| Div I 7.2.23(a)             | Parking Meter- Downtown Core         | \$95                | \$98             | \$101            |
| Div I 7.2.23(b)             | Parking Meter- Outside Downtown Core | \$86                | \$89             | \$92             |
| Div I 7.2.25                | Red Zone                             | \$108               | \$108            | \$108            |
| Div I 7.2.26                | Yellow Zone                          | \$108               | \$108            | \$108            |
| Div I 7.2.27                | White Zone                           | \$108               | \$108            | \$108            |

| TRANSPORTATION CODE SECTION | DESCRIPTION                                  | Current Fine Amount | FY 2023 Proposed | FY 2024 Proposed |
|-----------------------------|----------------------------------------------|---------------------|------------------|------------------|
| Div I 7.2.28                | Green Zone                                   | \$89                | \$92             | \$95             |
| Div I 7.2.29                | Parking for Three Days                       | \$74                | \$76             | \$79             |
| Div I 7.2.30(a)             | Overtime Parking Downtown Core               | \$95                | \$98             | \$101            |
| Div I 7.2.30(b)             | Overtime Parking Outside Downtown Core       | \$86                | \$89             | \$92             |
| Div I 7.2.30(c)             | Overtime Meter Parking Downtown Core         | \$95                | \$98             | \$101            |
| Div I 7.2.30(d)             | Overtime Meter Parking Outside Downtown Core | \$86                | \$89             | \$92             |
| Div I 7.2.32                | Angled Parking                               | \$71                | \$73             | \$75             |
| Div I 7.2.33                | Blocking Residential Door                    | \$59                | \$61             | \$63             |
| Div I 7.2.34                | Median Dividers and Islands                  | \$96                | \$99             | \$102            |
| Div I 7.2.35                | Parking on Grades                            | \$59                | \$61             | \$63             |
| Div I 7.2.36                | 100 Feet Oversize                            | \$108               | \$108            | \$108            |
| Div I 7.2.37                | Motorcycle Parking                           | \$108               | \$108            | \$108            |
| Div I 7.2.38                | Parking in Stand                             | \$108               | \$108            | \$108            |
| Div I 7.2.39                | Parking Transit- Only                        | \$108               | \$108            | \$108            |
| Div I 7.2.40                | Tow-Away Zone- Downtown Core                 | \$108               | \$108            | \$108            |
| Div I 7.2.41                | Tow-Away Zone- Outside Downtown Core         | \$108               | \$108            | \$108            |
| Div I 7.2.42                | Parking Restrictions                         | \$108               | \$108            | \$108            |
| Div I 7.2.43                | Parking-Public Property                      | \$78                | \$81             | \$84             |
| Div I 7.2.44                | Misuse Disabled Parking Placard/License      | \$864*              | \$866*           | \$866*           |

| TRANSPORTATION CODE SECTION | DESCRIPTION                   | Current Fine Amount | FY 2023 Proposed | FY 2024 Proposed |
|-----------------------------|-------------------------------|---------------------|------------------|------------------|
| Div I 7.2.45                | Temporary Parking Restriction | \$84                | \$87             | \$90             |
| Div I 7.2.46                | Temporary Construction Zone   | \$84                | \$87             | \$90             |
| Div I 7.2.47                | Remove Chalk                  | \$108               | \$108            | \$108            |
| Div I 7.2.48                | Repairing Vehicle             | \$102               | \$105            | \$108            |
| Div I 7.2.49                | Permit on Wrong Car           | \$108               | \$108            | \$108            |
| Div I 7.2.50                | Invalid Permit                | \$108               | \$108            | \$108            |
| Div I 7.2.51                | Parking Marked Space          | \$66                | \$68             | \$70             |
| Div I 7.2.52                | On-Streetcar Share Parking    | \$108               | \$108            | \$108            |
| Div I 7.2.54                | Large Vehicle                 | \$108               | \$108            | \$108            |
| Div I 7.2.55                | No Parking Zone               | \$108               | \$108            | \$108            |

#### OFF-STREET PARKING

| TRANSPORTATION CODE SECTION | DESCRIPTION                                   | Current Fine Amount | FY 2023 Proposed | FY 2024 Proposed |
|-----------------------------|-----------------------------------------------|---------------------|------------------|------------------|
| Div I 7.2.60                | Parking Facility Charges                      | \$71                | \$73             | \$75             |
| Div I 7.2.61                | Entrance/Exit Parking Facility                | \$99                | \$102            | \$105            |
| Div I 7.2.62                | Blocking Space Parking Facility               | \$76                | \$79             | \$82             |
| Div I 7.2.63                | Speeding within Parking Facility              | \$99                | \$102            | \$105            |
| Div I 7.2.64                | Block Charging Bay                            | \$108               | \$108            | \$108            |
| Div I 7.2.65                | Overtime Parking- Off Street Parking Meter    | \$78                | \$81             | \$84             |
| Div I 7.2.66                | Misuse Disabled Parking Placard/License Plate | \$864*              | \$866*           | \$866*           |
| Div II 1009                 | SFMTA Property                                | \$108               | \$108            | \$108            |

#### TRAFFIC REGULATIONS

| TRANSPORTATION CODE SECTION | DESCRIPTION                           | Current Fine Amount                                                            | FY 2023 Proposed                                                               | FY 2024 Proposed                                                               |
|-----------------------------|---------------------------------------|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| Div I 7.2.70                | Obstruction of Traffic-Vehicle        | \$110                                                                          | \$108                                                                          | \$108                                                                          |
| Div I 7.2.71                | Obstruction of Traffic Without Permit | \$702                                                                          | \$725                                                                          | \$749                                                                          |
| Div I 7.3.30                | Obstruction of Traffic Without Permit | \$1,000, or six months in jail, or both (4th or more offenses within one year) | \$1,000, or six months in jail, or both (4th or more offenses within one year) | \$1,000, or six months in jail, or both (4th or more offenses within one year) |
| Div I 7.2.72                | Driving in Transit-Only Area          | \$91                                                                           | \$94                                                                           | \$97                                                                           |
| Div I 7.2.73                | Driving Through Parades               | \$100                                                                          | \$100                                                                          | \$100                                                                          |
| Div I 7.2.74                | Streetcar Right-of-Way                | \$100                                                                          | \$100                                                                          | \$100                                                                          |
| Div I 7.2.75                | Passing Safety Zones                  | \$100                                                                          | \$100                                                                          | \$100                                                                          |
| Div I 7.2.76                | Removal of Vehicles- Collision        | \$100                                                                          | \$100                                                                          | \$100                                                                          |
| Div I 7.2.77                | Weight Restricted Streets             | \$100                                                                          | \$100                                                                          | \$100                                                                          |

#### COMMERCIAL VEHICLES

| TRANSPORTATION CODE SECTION | DESCRIPTION                | Current Fine Amount | FY 2023 Proposed | FY 2024 Proposed |
|-----------------------------|----------------------------|---------------------|------------------|------------------|
| Div I 7.2.80                | Vehicles for Hire Parking  | \$108               | \$108            | \$108            |
| Div I 7.2.81                | Advertising Sign           | \$108               | \$108            | \$108            |
| Div I 7.2.82                | Selling from Vehicle       | \$108               | \$108            | \$108            |
| Div I 7.2.83                | Truck Loading              | \$108               | \$108            | \$108            |
| Div I 7.2.84                | Commercial Vehicle Parking | \$108               | \$108            | \$108            |
| Div I 7.2.86                | Idling Engine While Parked | \$108               | \$108            | \$108            |

| TRANSPORTATION CODE SECTION | DESCRIPTION                                      | Current Fine Amount | FY 2023 Proposed | FY 2024 Proposed |
|-----------------------------|--------------------------------------------------|---------------------|------------------|------------------|
| Div I 7.2.87                | Commercial Passenger Vehicle Street Restrictions | \$108               | \$108            | \$108            |
| Div I 7.2.88                | For Sale Sign                                    | \$71                | \$73             | \$75             |

## TRANSIT VIOLATIONS

| TRANSPORTATION CODE SECTION | DESCRIPTION                            | Current Fine Amount | FY 2023 Proposed | FY 2024 Proposed |
|-----------------------------|----------------------------------------|---------------------|------------------|------------------|
| Div I 7.2.101               | Fare Evasion                           | \$125               | \$125            | \$125            |
| Div I 7.2.102               | Passenger Misconduct                   | \$125               | \$129            | \$135            |
| Div I 7.2.103               | Fare Evasion – Youth Violation         | \$64                | \$64             | \$64             |
| Div I 7.2.104               | Passenger Misconduct – Youth Violation | \$64                | \$66             | \$68             |

## SHARED MOBILITY DEVICE SERVICES VIOLATIONS

| TRANSPORTATION CODE SECTION | DESCRIPTION                                                                                                                 | Current Fine Amount | FY 2023 Proposed | FY 2024 Proposed |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------|---------------------|------------------|------------------|
| Div I 7.2.110               | Shared Mobility Device Service Parking (Shared Mobility Device Service That Does Not Hold an SFMTA Permit or Authorization) |                     |                  |                  |
|                             | First Offense                                                                                                               | \$100               | \$100            | \$100            |
|                             | Second offense within one year of first offense                                                                             | \$200               | \$200            | \$200            |
|                             | Third or subsequent offense with one year of first                                                                          | \$500               | \$500            | \$500            |

|               |                                                                                                                             |         |         |         |
|---------------|-----------------------------------------------------------------------------------------------------------------------------|---------|---------|---------|
|               | offense                                                                                                                     |         |         |         |
| Div I 7.2.110 | Operating a Shared Mobility Device Service without a Permit or Authorization                                                |         |         |         |
|               | First Offense                                                                                                               | \$2,500 | \$2,500 | \$2,500 |
|               | Second offense within one year of first offense                                                                             | \$5,000 | \$5,000 | \$5,000 |
| Div I 7.2.110 | Shared Mobility Device Service Parking (Shared Mobility Device Service Operators that Hold a SFMTA Permit or Authorization) | \$100   | \$100   | \$100   |
| Div I 7.2.111 | Powered Scooter Share Parking<br><br>(Powered Scooter Share Operators That Do Not Hold A SFMTA Permit)                      |         |         |         |
|               | First offense                                                                                                               | \$100   | \$100   | \$100   |
|               | Second offense within one year of first offense                                                                             | \$200   | \$200   | \$200   |
|               | Third or subsequent offense within one year of first offense                                                                | \$500   | \$500   | \$500   |
| Div I 7.2.111 | Powered Scooter Share Parking<br><br>(Powered Scooter Share Operators That Hold a SFMTA Permit)                             | \$100   | \$100   | \$100   |

**CALIFORNIA VEHICLE CODE PENALTY SCHEDULE**

| CODE SECTION       | DESCRIPTION                                | Current Fine Amount | FY 2023 Proposed | FY 2024 Proposed |
|--------------------|--------------------------------------------|---------------------|------------------|------------------|
| VC4000A            | No Evidence of Current Registration        | \$209               | \$209            | \$209            |
| VC4461C            | Displaying Placard Not                     | \$864*              | \$864*           | \$864*           |
| VC4462B            | Improper Registered Plates                 | \$121               | \$121            | \$121            |
| VC4463C            | Fraudulent Display of                      | \$864*              | \$864*           | \$864*           |
| VC4464             | Altered Plates                             | \$121               | \$121            | \$121            |
| VC5200             | Display License Plates                     | \$121               | \$121            | \$121            |
| VC5201A            | Plates/Mounting                            | \$121               | \$121            | \$121            |
| VC5201B            | Failure to Replace                         | \$121               | \$121            | \$121            |
| VC5201C            | Plate Cover                                | \$121               | \$121            | \$121            |
| VC5202             | No Plates                                  | \$121               | \$121            | \$121            |
| VC5204A            | Tabs                                       | \$121               | \$121            | \$121            |
| VC21113A           | School/Pub Ground                          | \$90                | \$93             | \$96             |
| VC21211 (38N)      | Bicycle Path/Lanes                         | \$162               | \$162            | \$162            |
| VC22500A           | Parking in Intersection                    | \$108               | \$108            | \$108            |
| VC22500B           | Parking in Crosswalk                       | \$108               | \$108            | \$108            |
| VC22500C           | Safety Zone                                | \$108               | \$108            | \$108            |
| VC22500D           | 15 ft. Fire Station                        | \$108               | \$108            | \$108            |
| VC22500E           | Driveway                                   | \$108               | \$108            | \$108            |
| VC22500F           | On Sidewalk                                | \$108               | \$108            | \$108            |
| VC22500G           | Excavation                                 | \$76                | \$79             | \$82             |
| VC22500H           | Double Parking                             | \$108               | \$108            | \$108            |
| VC22500I           | Bus Zone                                   | \$356               | \$368            | \$380            |
| VC22500J           | Tube or Tunnel                             | \$76                | \$79             | \$82             |
| VC22500K           | Bridge                                     | \$76                | \$79             | \$82             |
| VC22500L           | Wheelchair Access                          | \$416               | \$430            | \$444            |
| VC22500.1 (32.4.A) | Parking in Fire Lane                       | \$96                | \$99             | \$102            |
| VC22502A           | Over 18 inches From Curb                   | \$76                | \$79             | \$82             |
| VC22502B           | Wrong Way Parking                          | \$76                | \$79             | \$82             |
| VC22502E           | One-Way Road/Parking                       | \$76                | \$79             | \$82             |
| VC22505B           | Unauthorized Stopping                      | \$76                | \$79             | \$82             |
| VC22507.8A         | Parking in Blue Zone Without Placard/Plate | \$416               | \$430            | \$444            |
| VC22507.8B         | Blocking Access to Blue                    | \$416               | \$430            | \$444            |
| VC22507.8C         | Parking in the Crosshatch                  | \$416               | \$430            | \$444            |
| VC22514            | Fire Hydrant                               | \$108               | \$108            | \$108            |
| VC22515A           | Unattended Motor Vehicle                   | \$108               | \$108            | \$108            |

| CODE SECTION | DESCRIPTION                              | Current Fine Amount | FY 2023 Proposed | FY 2024 Proposed |
|--------------|------------------------------------------|---------------------|------------------|------------------|
| VC22515B     | Unsecured Motor Vehicle                  | \$108               | \$108            | \$108            |
| VC22516      | Locked Vehicle                           | \$91                | \$94             | \$97             |
| VC22521      | Railroad Tracks                          | \$108               | \$108            | \$108            |
| VC22522      | W/3 ft Wheelchair Ramp                   | \$298*              | \$298*           | \$298*           |
| VC22523A     | Abandoned                                | \$246               | \$254            | \$262            |
| VC22523B     | Abandoned Vehicle/Public or Private Prop | \$246               | \$254            | \$262            |
| VC22526A     | Blocking Intersection                    | \$108               | \$108            | \$108            |
| VC22526B     | Blocking Intersection While Turning      | \$108               | \$108            | \$108            |
| VC23333      | Park/Veh Crossing                        | \$162               | \$162            | \$162            |

\*\* Note:

The California State Legislature has imposed additional fees applicable to all parking citations. As a result, the total fine amount for parking citations includes the following fees: \$4.50 for the state courthouse construction fee, \$1.00 for the local courthouse construction fee, and \$3 for the Trial Court Trust Fund fee

### Off-Street Parking Rates and Fees

#### Garage Rates

Off-street parking/garage hourly and monthly rates are subject to the variable parking meter rate (demand responsive pricing), which is currently capped at \$10, and is proposed to increase to \$11 in FY 2023 and \$12 in FY 2024. Current rates are posted at [www.SFMTA.com/garages-lots](http://www.SFMTA.com/garages-lots).

Increases to fees shown in the “Other” category of each table are in accordance with AIIP.

#### 16<sup>th</sup> & Goff St Garage

| Other                      | Current Year | FY 2023 Rate | FY 2024 Rate |
|----------------------------|--------------|--------------|--------------|
| Late Monthly Payment       | \$38         | \$40         | \$41         |
| New Account Activation Fee | \$38         | \$40         | \$41         |
| Access Card Replacement    | \$38         | \$40         | \$41         |
| Reopening Garage           | \$60         | \$63         | \$65         |
| No-key Valet Parking       | \$38         | \$40         | \$41         |
| Special Event Rate         | \$7-\$55     | \$8-\$58     | \$8-\$59     |

#### Civic Center Garage

| Other                      | Current Year | FY 2023 Rate | FY 2024 Rate |
|----------------------------|--------------|--------------|--------------|
| Late Monthly Payment       | \$38         | \$40         | \$41         |
| New Account Activation Fee | \$38         | \$40         | \$41         |
| Access Card Replacement    | \$38         | \$40         | \$41         |
| Reopening Garage           | \$60         | \$63         | \$65         |
| No-key Valet Parking       | \$38         | \$40         | \$41         |
| Special Event Rate         | \$7-\$55     | \$8-\$58     | \$8-\$59     |

#### Ellis-O'Farrell Garage

| Other                      | Current Year | FY 2023 Rate | FY 2024 Rate |
|----------------------------|--------------|--------------|--------------|
| Late Monthly Payment       | \$38         | \$40         | \$41         |
| New Account Activation Fee | \$38         | \$40         | \$41         |
| Access Card Replacement    | \$38         | \$40         | \$41         |
| Reopening Garage           | \$60         | \$63         | \$65         |
| No-key Valet Parking       | \$38         | \$40         | \$41         |
| Special Event Rate         | \$7-\$55     | \$8-\$58     | \$8-\$59     |

#### Fifth & Mission Garage

| Other                      | Current Year | FY 2023 Rate | FY 2024 Rate |
|----------------------------|--------------|--------------|--------------|
| Late Monthly Payment       | \$38         | \$40         | \$41         |
| New Account Activation Fee | \$38         | \$40         | \$41         |
| Access Card Replacement    | \$38         | \$40         | \$41         |
| Reopening Garage           | \$60         | \$63         | \$65         |
| No-key Valet Parking       | \$38         | \$40         | \$41         |
| Special Event Rate         | \$7-\$55     | \$8-\$58     | \$8-\$59     |

#### Golden Gateway Garage

| Other                      | Current Year | FY 2023 Rate | FY 2024 Rate |
|----------------------------|--------------|--------------|--------------|
| Late Monthly Payment       | \$38         | \$40         | \$41         |
| New Account Activation Fee | \$38         | \$40         | \$41         |
| Access Card Replacement    | \$38         | \$40         | \$41         |
| Reopening Garage           | \$60         | \$63         | \$65         |
| No-key Valet Parking       | \$38         | \$40         | \$41         |
| Special Event Rate         | \$7-\$55     | \$8-\$58     | \$8-\$59     |

#### Japan Center Garage

| Other                      | Current Year | FY 2023 Rate | FY 2024 Rate |
|----------------------------|--------------|--------------|--------------|
| Late Monthly Payment       | \$38         | \$40         | \$41         |
| New Account Activation Fee | \$38         | \$40         | \$41         |

|                         |          |          |          |
|-------------------------|----------|----------|----------|
| Access Card Replacement | \$38     | \$40     | \$41     |
| Reopening Garage        | \$60     | \$63     | \$65     |
| No-key Valet Parking    | \$38     | \$40     | \$41     |
| Special Event Rate      | \$7-\$55 | \$8-\$58 | \$8-\$59 |

#### Lombard Street Garage

| Other                      | Current Year | FY 2023 Rate | FY 2024 Rate |
|----------------------------|--------------|--------------|--------------|
| Late Monthly Payment       | \$38         | \$40         | \$41         |
| New Account Activation Fee | \$38         | \$40         | \$41         |
| Access Card Replacement    | \$38         | \$40         | \$41         |
| Reopening Garage           | \$60         | \$63         | \$65         |
| No-key Valet Parking       | \$38         | \$40         | \$41         |
| Special Event Rate         | \$7-\$55     | \$8-\$58     | \$8-\$59     |

#### Mission-Bartlett Garage

| Other                      | Current Year | FY 2023 Rate | FY 2024 Rate |
|----------------------------|--------------|--------------|--------------|
| Late Monthly Payment       | \$38         | \$40         | \$41         |
| New Account Activation Fee | \$38         | \$40         | \$41         |
| Access Card Replacement    | \$38         | \$40         | \$41         |
| Reopening Garage           | \$60         | \$63         | \$65         |
| No-key Valet Parking       | \$38         | \$40         | \$41         |
| Special Event Rate         | \$7-\$55     | \$8-\$58     | \$8-\$59     |

#### Moscone Center Garage

| Other                      | Current Year | FY 2023 Rate | FY 2024 Rate |
|----------------------------|--------------|--------------|--------------|
| Late Monthly Payment       | \$38         | \$40         | \$41         |
| New Account Activation Fee | \$38         | \$40         | \$41         |
| Access Card Replacement    | \$38         | \$40         | \$41         |
| Reopening Garage           | \$60         | \$63         | \$65         |
| No-key Valet Parking       | \$38         | \$40         | \$41         |
| Special Event Rate         | \$7-\$55     | \$8-\$58     | \$8-\$59     |

#### North Beach Garage

| Other                      | Current Year | FY 2023 Rate | FY 2024 Rate |
|----------------------------|--------------|--------------|--------------|
| Late Monthly Payment       | \$38         | \$40         | \$41         |
| New Account Activation Fee | \$38         | \$40         | \$41         |
| Access Card Replacement    | \$38         | \$40         | \$41         |
| Reopening Garage           | \$60         | \$63         | \$65         |
| No-key Valet Parking       | \$38         | \$40         | \$41         |
| Special Event Rate         | \$7-\$55     | \$8-\$58     | \$8-\$59     |

### Performing Arts Garage

| Other                      | Current Year | FY 2023 Rate | FY 2024 Rate |
|----------------------------|--------------|--------------|--------------|
| Late Monthly Payment       | \$38         | \$40         | \$41         |
| New Account Activation Fee | \$38         | \$40         | \$41         |
| Access Card Replacement    | \$38         | \$40         | \$41         |
| Reopening Garage           | \$60         | \$63         | \$65         |
| No-key Valet Parking       | \$38         | \$40         | \$41         |
| Special Event Rate         | \$7-\$55     | \$8-\$58     | \$8-\$59     |

### Polk-Bush Garage

| Other                      | Current Year | FY 2023 Rate | FY 2024 Rate |
|----------------------------|--------------|--------------|--------------|
| Late Monthly Payment       | \$38         | \$40         | \$41         |
| New Account Activation Fee | \$38         | \$40         | \$41         |
| Access Card Replacement    | \$38         | \$40         | \$41         |
| Reopening Garage           | \$60         | \$63         | \$65         |
| No-key Valet Parking       | \$38         | \$40         | \$41         |
| Special Event Rate         | \$7-\$55     | \$8-\$58     | \$8-\$59     |

### Portsmouth Square Garage

| Other                      | Current Year | FY 2023 Rate | FY 2024 Rate |
|----------------------------|--------------|--------------|--------------|
| Late Monthly Payment       | \$38         | \$40         | \$41         |
| New Account Activation Fee | \$38         | \$40         | \$41         |
| Access Card Replacement    | \$38         | \$40         | \$41         |
| Reopening Garage           | \$60         | \$63         | \$65         |
| No-key Valet Parking       | \$38         | \$40         | \$41         |
| Special Event Rate         | \$7-\$55     | \$8-\$58     | \$8-\$59     |

### St. Mary's Garage

| Other                      | Current Year | FY 2023 Rate | FY 2024 Rate |
|----------------------------|--------------|--------------|--------------|
| Late Monthly Payment       | \$38         | \$40         | \$41         |
| New Account Activation Fee | \$38         | \$40         | \$41         |
| Access Card Replacement    | \$38         | \$40         | \$41         |
| Reopening Garage           | \$60         | \$63         | \$65         |
| No-key Valet Parking       | \$38         | \$40         | \$41         |
| Special Event Rate         | \$7-\$55     | \$8-\$58     | \$8-\$59     |

### SF General Hospital Garage

| Other | Current Year | FY 2023 Rate | FY 2024 Rate |
|-------|--------------|--------------|--------------|
|       |              |              |              |

|                            |          |          |          |
|----------------------------|----------|----------|----------|
| Late Monthly Payment       | \$38     | \$40     | \$41     |
| New Account Activation Fee | \$38     | \$40     | \$41     |
| Access Card Replacement    | \$38     | \$40     | \$41     |
| Reopening Garage           | \$60     | \$63     | \$65     |
| No-key Valet Parking       | \$38     | \$40     | \$41     |
| Special Event Rate         | \$7-\$55 | \$8-\$58 | \$8-\$59 |

#### Sutter Stockton Garage

| Other                                                                                      | Current Year         | FY 2023 Rate         | FY 2024 Rate         |
|--------------------------------------------------------------------------------------------|----------------------|----------------------|----------------------|
| Late Monthly Payment                                                                       | \$38                 | \$40                 | \$41                 |
| New Account Activation Fee                                                                 | \$38                 | \$40                 | \$41                 |
| Access Card Replacement                                                                    | \$38                 | \$40                 | \$41                 |
| Reopening Garage                                                                           | \$60                 | \$63                 | \$65                 |
| No-key Valet Parking                                                                       | \$38                 | \$40                 | \$41                 |
| High Occupancy Valet Rate (must valet a minimum of 350 vehicles per month into the garage) | 50% of Daily Maximum | 50% of Daily Maximum | 50% of Daily Maximum |
| Special Event Rate                                                                         | \$7-\$55             | \$8-\$58             | \$8-\$59             |

#### Union Square Garage

| Other                                                                                      | Current Year         | FY 2023 Rate         | FY 2024 Rate         |
|--------------------------------------------------------------------------------------------|----------------------|----------------------|----------------------|
| Late Monthly Payment                                                                       | \$38                 | \$40                 | \$41                 |
| New Account Activation Fee                                                                 | \$38                 | \$40                 | \$41                 |
| Access Card Replacement                                                                    | \$38                 | \$40                 | \$41                 |
| Reopening Garage                                                                           | \$60                 | \$63                 | \$65                 |
| No-key Valet Parking                                                                       | \$38                 | \$40                 | \$41                 |
| High Occupancy Valet Rate (must valet a minimum of 350 vehicles per month into the garage) | 50% of Daily Maximum | 50% of Daily Maximum | 50% of Daily Maximum |
| Special Event Rate                                                                         | \$7-\$55             | \$8-\$58             | \$8-\$59             |

#### Vallejo Street Garage

| Other                      | Current Year | FY 2023 Rate | FY 2024 Rate |
|----------------------------|--------------|--------------|--------------|
| Late Monthly Payment       | \$38         | \$40         | \$41         |
| New Account Activation Fee | \$38         | \$40         | \$41         |
| Access Card Replacement    | \$38         | \$40         | \$41         |
| Reopening Garage           | \$60         | \$63         | \$65         |
| No-key Valet Parking       | \$38         | \$40         | \$41         |
| Special Event Rate         | \$7-\$55     | \$8-\$58     | \$8-\$59     |

#### 7<sup>th</sup> & Harrison Lot

| Other                      |          | FY 2023 Rate | FY 2024 Rate |
|----------------------------|----------|--------------|--------------|
| Late Monthly Payment       | \$38     | \$40         | \$41         |
| New Account Activation Fee | \$38     | \$40         | \$41         |
| Access Card Replacement    | \$38     | \$40         | \$41         |
| Reopening Garage           | \$60     | \$63         | \$65         |
| No-key Valet Parking       | \$38     | \$40         | \$41         |
| Special Event Rate         | \$7-\$55 | \$8-\$58     | \$8-\$59     |



**Enclosure 6**  
**Title VI Analysis**  
FY 2023 & FY 2024  
Proposed Fare Changes

## I. Background

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d)

The analysis below, to be forwarded to the Board of Directors of the San Francisco Municipal Transportation Agency (SFMTA) for review and approval on April 19, 2022 (with April 26, 2022 as an additional meeting date, should it be needed), responds to the reporting requirements contained in the Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI and Title VI-Dependent Guidelines," which provides guidance to transit agencies serving large urbanized areas and requires that these agencies "shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether these changes have a discriminatory impact." (Circular 4702.1B, Chapter IV-10) The FTA requires that transit providers evaluate the effects of service and fare changes on low-income populations in addition to Title VI-protected categories of race, color and national origin. In addition, once completed, the SFMTA is required to submit the equity analysis to the SFMTA Board of Directors for its consideration, awareness and approval and to provide a copy of the Board resolution to the FTA as documentation. A multilingual and multi-media outreach campaign to gather public comment was initiated at the beginning of the budget process to shape the proposed budget. Listening sessions were conducted and surveys were distributed to gather input plus a town hall to report back what themes we heard from the public. These sessions were done via telephone to address digital access concerns from the community. The multi-media campaign consisted of printed collateral such as newspaper ads and bus cards, printed surveys dropped off at community centers; digital media was leveraged to reach a wider audience via social media ads, emails to community groups and stakeholders and listening sessions were provided with key stakeholder groups, with free language assistance available as needed.

Established by voter proposition in 1999, the San Francisco Municipal Transportation Agency (SFMTA), a department of the City and County of San Francisco, operates the Municipal Railway (Muni), parking, traffic, bicycling, walking and paratransit. SFMTA also regulates taxis and emerging mobility programs within the City and County of San Francisco. Across five modes of transit, Muni has approximately 725,000 weekday passenger boardings. Founded in 1912, Muni is one of the oldest transit systems in the world. Muni is the largest transit system in the Bay Area and serves more than 220 million customers each year. The Muni fleet is unique and includes historic streetcars, renewable diesel and electric hybrid buses and electric trolley coaches, light rail vehicles, paratransit cabs and vans, and the world-famous cable cars. Muni has 79 routes throughout the City and County San Francisco with all residents within a quarter mile of a transit stop. Muni provides service 24 hours a day, seven days a week and provides seamless connections to other Bay Area public transit systems such as BART, AC Transit, Golden Gate Transit and Ferries, SamTrans, and Caltrain.

This Title VI analysis includes:

- SFMTA's Board-approved disparate impact and disproportionate burden policies;

- A description of the proposed fare changes and background on why the changes are being proposed;
- A data analysis based on available customer survey data to determine the percentage of users of each fare media proposed for increase or decrease, including a profile of fare usage by protected group – minority and low-income – and comparison to their representation system-wide;
- An analysis of potential impacts on minority and/or low-income customers;
- Any required analysis of alternative transit modes, fare payment types or fare media availability for customers who may be impacted by the proposed fare changes; and,
- A summary of planned public outreach and engagement efforts to seek public comment.

## II. SFMTA's Title VI-Related Policies

On October 1, 2012, FTA issued updated Circular 4702.1B, which requires a transit agency's governing board to adopt the following policies related to fare and service changes:

- Major Service Change Definition – establishes a definition for a major service change, which provides the basis for determining when a service equity analysis needs to be conducted.
- Disparate Impact and Disproportionate Burden Policies – establishes thresholds to determine when proposed major service changes or fare changes would adversely affect minority and/or low-income populations and when alternatives need to be considered or impacts mitigated.

In response to Circular 4702.1B, the SFMTA developed Disparate Impact and Disproportionate Burden Policies, which were approved by the SFMTA Board of Directors after an extensive multilingual public outreach process. Outreach included two public workshops, five presentations to the SFMTA Board and committees, and outreach to approximately 30 community-based organizations and transportation advocates with broad perspective among communities of color and low-income communities. The following definitions and policies were used to conduct this Title VI fare equity analysis:

- Disparate Impact Policy determines the point (“threshold”) when adverse effects of fare or service changes are borne disparately by minority populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disparate impact on minority populations if the difference between the percentage of the minority population impacted by the changes and the percentage of the minority population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively.
- Disproportionate Burden Policy determines the point when adverse effects of fare or service changes are borne disproportionately by low-income populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disproportionate burden on low-income populations if the difference between the percentage of the low-income population impacted by the changes and the percentage of the low-income population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and

packages of fare increases across multiple fare instruments will be evaluated cumulatively.

### III. Assessing Impacts of the Proposed Fare Changes on Minority and/or Low-Income Communities

As detailed in FTA Circular 4702.1B, transit providers shall evaluate the impacts of their proposed fare changes (either increases or decreases) on Title VI-protected populations (minority populations) and low-income populations separately, and within the context of their Disparate Impact and Disproportionate Burden policies, to determine whether minority and/or low-income riders are bearing a disproportionate impact of the change between the existing cost and the proposed cost. The impact may be defined as a statistical percentage. The disparate impact and disproportionate burden thresholds must be applied uniformly, regardless of fare media.

Minority Disparate Impact: If after analyzing the proposed fare changes, the SFMTA determines that minority riders will bear a disproportionate impact of the change between the existing cost and the proposed cost and chooses not to alter the proposed fare changes despite the disparate impact on minority ridership, or if it finds, even after modifications are made, that minority riders will continue to bear a disproportionate share of the proposed fare change, the fare change may only be implemented if:

- (i) There is a substantial legitimate justification for the proposed fare change, and
- (ii) SFMTA can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish its legitimate program goals.

In order to make this showing, any alternatives must be considered and analyzed to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then only the least discriminatory alternative can be implemented.

Low-Income Disproportionate Burden: If at the conclusion of the analysis the SFMTA finds that low-income populations will bear a disproportionate burden of the proposed fare change, steps must be taken to avoid, minimize or mitigate impacts where practicable and descriptions of alternatives available to low-income populations affected by the fare changes must be provided.

### IV. Data Analysis and Methodology

In order to make an appropriate assessment of disparate impact or disproportionate burden in regard to fare changes, the transit provider must compare available customer survey data and show the number and percentage of minority riders and low-income riders using a particular fare media, or aggregated categories if applicable, in order to establish whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type or payment media that would be subject to the fare change. (Circular 4702.1B, Chapter IV-19). For the purposes of this Title VI analysis, demographic data for ridership by fare type was used from the comprehensive 2017 System-wide On-Board Survey, conducted in Fall 2016 through Summer 2017.

The survey asked demographic questions for race/ethnicity, English proficiency, gender, income bracket and travel information such as payment type, trip purpose, origin and destination and

mode to transit access. Consultants collected over 41,000 survey responses, of which over 39,000 were weekday responses, providing a statistically significant snapshot of ridership patterns. This provides the basis for determining the potential impacts of fare changes on our customers. A copy of the survey is available upon request.

As noted above, the SFMTA Board approved a methodology for analyzing Title VI impacts. In the case of fare changes, both increases and decreases of any amount, this methodology relies on comparing the percentage of protected customers using particular fare products or instruments, as a package of changes, to their representation systemwide.

When Title VI-protected customers' usage of said fare products or instruments, as a package of changes, exceeds their system-wide average by eight percent or more, and the cost of those products or instruments in the package is being increased, then a finding of disparate impact (minority populations) and/or disproportionate burden (low-income populations) is indicated.

Conversely, Title VI also requires that fare decreases be evaluated to determine whether they disproportionately benefit populations that are not protected by Title VI, thereby diverting the allocation of transit resources away from Title VI-protected groups. As a result, when Title VI-protected customers' usage of fare products or instruments, as a package of changes, falls below their system-wide average by eight percent or more, and the cost of those products or instruments in the package is being reduced, then a finding of disparate impact (minority-based impact) and/or disproportionate burden (low income-based impact) is indicated.

Respondents who declined to answer questions about income or ethnicity are excluded from the analysis when calculating minority or low-income percentages. The overall system-wide averages were determined from National Transit Database and Automatic Passenger Counter (APC) data weighted by the weekly ridership share by line. The system-wide average for minority customers was determined to be 57%, and the system-wide average for low-income customers was determined to be 39%.

In order to protect privacy, survey respondents were asked to report their income bracket as opposed to their specific income. As a result, the analysis made assumptions about whether the combination of a particular respondent's household size and income bracket fell into a "low-income" category based on the Agency's definition of low-income described above. Generally, the analysis erred on the side of caution and placed possibly low-income respondents into the low-income category.

## V. Description of Proposed Fare Changes and Summary of Impacts

In response to public feedback received, and to help promote transit use during pandemic recovery, the SFMTA is proposing to suspend the application of the Automatic Indexing Implementation Plan (AIIP), adopted by the SFMTA Board in 2009 and modified in April 2018, for all annual fare increases. The AIIP is a formula based on the combination of Bay Area Consumer Price Index for all urban consumers (CPI-U) and SFMTA labor costs that serves as a policy for incremental fare increases. Under normal circumstances, automatic indexing is critical to ensure that service levels are not compromised given the increase in operating costs annually due to inflation and also ensures that riders can expect and anticipate small incremental fare increases over time rather than unknown larger increases sporadically. Due to the unprecedented

impacts caused by the pandemic, the SFMTA believes that suspending the application of the AIIP will encourage customers to return to transit. This proposal is consistent with feedback received from the public during the outreach process.

The SFMTA is also proposing to extend the Free Muni for all Youth Program under age 19 through Fiscal Year 23 and Fiscal Year 2024, currently approved as a pilot program through August 2022. Free service on Cable Car is included for San Francisco youth residents only.

Table 1 and Table 2 below include proposed fares by planned year of implementation, as well as the demographic characteristics of the customers who use each fare type. They also include a comparison of the cumulative usage of these fare types by minority and low-income customers to their representation systemwide. Consistent with the SFMTA's disparate impact and disproportionate burden policies, a disparate impact and/or disproportionate burden finding is indicated if the total usage by minority and/or low-income customers deviates from their system-wide averages by eight percent or more.

Table 1 provides the disparate impact analysis for the cumulative effects of the proposed fare change. Table 2 provides the disproportionate burden analysis for the cumulative effects of the proposed fare change.

**Table 1: Estimated Riders by Fare Media -- Disparate Impact Analysis for All Fare Decreases**

| Fare Type                            | FY 2022 Current Fares | FY 2023 Proposed Fares | FY 2024 Proposed Fares | FY 2022-2023 Change | FY 2023-2024 % Change | Total Riders <sup>1</sup> | Riders Who Reported Race/Ethnicity <sup>2</sup> | Minority Riders <sup>3</sup> | Percent Minority <sup>4</sup> |
|--------------------------------------|-----------------------|------------------------|------------------------|---------------------|-----------------------|---------------------------|-------------------------------------------------|------------------------------|-------------------------------|
| Free Muni for All Youth <sup>5</sup> | \$0.00                | \$0.00                 | \$0.00                 | 0%                  | 0%                    | 27,693                    | 27,581                                          | 20,742                       | 75%                           |
| Total Fare Decrease                  |                       |                        |                        |                     |                       | 27,693                    | 27,581                                          | 20,742                       | 75%                           |
| Total All Fare Media <sup>6</sup>    |                       |                        |                        |                     |                       | 663,236                   | 659,292                                         | 376,000                      | 57%                           |

1. *Riders* includes all survey responses for Youth, Seniors, and Disabled Persons; or Youth as applicable per category.

2. *Riders Who Reported Race/Ethnicity* includes responses per category who choose to report race/ethnicity.

3. *Minority Riders* includes responses per applicable category who choose to report race/ethnicity and are minority by definition.

4. *Percent Minority* is a percentage calculation of *Minority Riders* out of *Riders Who Reported Race/Ethnicity*.

5. Figures are based on all riders Age 18 and under from 2017 Systemwide On-Board Survey as this entire population will benefit from a free muni ride.

6. *Total All Fare Media* includes additionally assumed demographic data for *Lifeline Single Ride* fare.

**Table 2: Estimated Riders by Fare Media -- Disproportionate Burden Analysis for All Fare Decreases**

| Fare Type                            | FY 2022 Current Fares | FY 2023 Proposed Fares | FY 2024 Proposed Fares | FY 2022-2023 Change | FY 2023-2024 % Change | Total Riders <sup>1</sup> | Riders Who Reported Income <sup>2</sup> | Low Income Riders <sup>3</sup> | Percent Low Income <sup>4</sup> |
|--------------------------------------|-----------------------|------------------------|------------------------|---------------------|-----------------------|---------------------------|-----------------------------------------|--------------------------------|---------------------------------|
| Free Muni for All Youth <sup>5</sup> | \$0.00                | \$0.00                 | \$0.00                 | N/A                 | N/A                   | 27,693                    | 19,747                                  | 12,747                         | 65%                             |
| Total Fare Decrease                  |                       |                        |                        |                     |                       | 27,693                    | 19,747                                  | 12,747                         | 65%                             |
| Total All Fare Media <sup>6</sup>    |                       |                        |                        |                     |                       | 663,236                   | 570,959                                 | 220,699                        | 39%                             |

1. *Riders* includes all survey responses for Youth, Seniors, and Disabled Persons; or Youth as applicable per category.

2. *Riders Who Reported Income* includes responses per category who choose to report income bracket.

3. *Low Income Riders* includes responses per applicable category who choose to report income bracket and are low income by definition.

4. *Percent Low Income* is a percentage calculation of *Low-Income Riders* out of *Riders Who Reported Income*.

5. Figures are based on all riders Age 18 and under from 2017 Systemwide On-Board Survey as this entire population will benefit from a free muni ride.

6. *Total All Fare Media* includes additionally assumed demographic data for *Lifeline Single Ride* fare.

A disparate impact or disproportionate burden is found if the total usage by minority and/or low-income customers deviates from their system-wide averages by eight percent or more.

#### Fare Decreases

Shown in Table 3, all fare decreases will impact 75% of minority riders and 65% of low-income riders. Although the fare decrease deviates more than eight percent of the system-wide average for both low-income and minority riders, the fare decrease provides more of a benefit to these riders so no disproportionate burden is found.

**Table 3: Summary of Disparate Impact and Disproportionate Burden Analysis**

| Item           | Minority | Disparate Impact? | Low Income | Disproportionate Burden? |
|----------------|----------|-------------------|------------|--------------------------|
| All Fare Media | 57%      | -                 | 39%        | -                        |
| Fare Decreases | 75%      | No                | 65%        | No                       |

#### X. Public Comment and Outreach

Pursuant to Title VI of the Civil Rights Act of 1964 and its implementing regulations, as well as state and local laws, the SFMTA takes responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of SFMTA's programs and activities for low-income, minority, and limited-English proficient (LEP) individuals, and regardless of race, color or national origin. Given the diversity of San Francisco and of Muni's ridership, the SFMTA is strongly committed to disseminating information on both proposed fare changes and proposed service changes that is accessible to LEP individuals, as well as other stakeholders.

The SFMTA launched a multilingual and multi-media public outreach campaign at the beginning of the FY2023-FY2024 process in order to gather and consider public input on the budget, which impacted the final proposals submitted to the SFMTA Board of Directors for its consideration and approval.

Notices for public comment opportunities were provided in multiple languages and included information on how to request free language assistance at the meetings with at least 48 hours' notice. As required by the City Charter, advertisements publicizing the public hearing were placed in advance in San Francisco newspapers. Multilingual ads were placed in prominent Chinese, Spanish and Russian newspapers in San Francisco. Multilingual information has been available to the public through the SFMTA website throughout the budget process. Additional methods for keeping the public informed and soliciting feedback were conducted through blog posts, e-mail blasts to stakeholders and through SFMTA/Muni's Twitter and Facebook accounts. Feedback was compiled and forwarded to appropriate staff and to the MTAB for consideration in the decision-making process.

Specific outreach activities:

- Board Workshop with SFMTA Board of Directors
- Multilingual Survey of Priorities available online and by paper copy dropped off at community centers
- Public Listening Sessions via telephone to address digital access concerns from the community, with free language support offered for equity
- Direct Listening Sessions with every community group who requested one
- Digital Town Hall

Additional channels employed to reach as many diverse stakeholders as possible:

- Email to over 3,000 stakeholders
- Offers of listening sessions to over 150 community groups
- Ads in language newspapers (El Tecolote, Sing Tao, World Journal, Wind, Examiner)
- Social Media ads (WeChat, Twitter, FB, Instagram)
- Multilingual content on website with survey links and listening session dates
- Multilingual Bus Cards advertising the Digital Town Hall and SFMTA Board of Directors' Budget Hearings
- Multilingual paper surveys, directed at LEP-communities, dropped off at community centers

**Table 2: Public Meetings**

| Action                                                                               | Date                 |
|--------------------------------------------------------------------------------------|----------------------|
| SFMTA Board Workshop                                                                 | February 1 & 2, 2022 |
| 1 <sup>st</sup> Citizen's Advisory Council (CAC) Meeting                             | February 3, 2022     |
| 1 <sup>st</sup> Public Listening Session                                             | February 28, 2022    |
| 2 <sup>nd</sup> Public Listening Session                                             | March 3, 2022        |
| Public Town Hall                                                                     | March 10, 2022       |
| 2 <sup>nd</sup> CAC Meeting                                                          | March 17, 2022       |
| SFMTA Board of Directors Hearing (presentation of proposed budget)                   | April 5, 2022        |
| SFMTA Board of Directors Hearing (first opportunity for budget approval)             | April 19, 2022       |
| SFMTA Board of Directors Hearing (second opportunity for budget approval, if needed) | April 26, 2022       |

#### Public Outreach Outcomes:

As a result of the multilingual, multi-media outreach campaign, the SFMTA collected over 1,900 instances of feedback, questions, comments, and concerns on its FY2023-2024 budget, including over 1,200 survey responses and over 700 open-ended comments. The feedback was compiled

and sorted into topics/categories of concerns including: improving speed and reliability of Muni buses and trains, improving transportation in neighborhoods with high percentages of households with low incomes and people of color, improving personal safety for Muni riders, reducing congestion and eliminating bottlenecks by improving public transit.

Specific to transit fares, multiple comments were received encouraging the SFMTA not to increase fares and to maintain and/or expand on existing discount fare programs, including those for low-income riders, and the Free Muni for Youth program. Based on this feedback, and to help promote transit use during pandemic recovery, the SFMTA is proposing to suspend the application of the Automatic Indexing Implementation Plan (AIIP), adopted by the SFMTA Board in 2009 and modified in April 2018, for all annual fare increases. The SFMTA is also proposing to extend the Free Muni for all Youth Program under age 19 through Fiscal Year 23 and Fiscal Year 2024, currently approved as a pilot program through August 2022.

## XI. Conclusion

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. In compliance with this law, the SFMTA has conducted a Title VI analysis on its proposed fare changes for the next two fiscal years. This analysis found there are no disparate impacts or disproportionate burdens. Until approved and finalized by the Board of Directors, any changes to the proposed fare changes will need to be reassessed to ensure the new proposals do not result in disparate impacts to communities of color or disproportionate burdens on low-income communities and brought back before the Board for review and approval and further public comment.

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS

RESOLUTION No. 220419-036

WHEREAS, The Fiscal Year (FY) 2023 and FY 2024 Operating and Capital Budgets for the SFMTA are being prepared in accordance with the City Charter Section 8A.106 with the Operating Budget in the amount of \$1,356.1 million and \$1,406.9 million respectively; \$36.4 million in FY 2023 and \$66.7 million in FY 2024 for capital expenditures for a total combined appropriation for operating and capital expenditures of \$1,392.5 million in FY 2023 and \$1,473.5 million in FY 2024; and the Capital Budget in the amount of \$424 million and \$388 million respectively; and,

WHEREAS, The FY 2023 and FY 2024 Operating Budgets include a \$136 million and \$141 million Contingency Reserve, representing 10% of operating expenditures, pursuant to the Contingency Reserve Policy established in SFMTA Board Resolution No. 07-038; and,

WHEREAS, under Charter Section 8A.106(b) the SFMTA Board has received various presentations, staff reports and comments from the public and certifies that the budget is adequate in all respects to make substantial progress towards meeting the performance standards established pursuant to Charter Section 8A.103 for the fiscal years covered by the budget; and,

WHEREAS, The SFMTA's FY 2023 and FY 2024 Operating Budget includes the revenue and expenditure adjustments to reflect the Municipal Railway fare change for free service on New Year's Eve 2023 and 2024; and,

WHEREAS, the Board finds that authorizing the Director of Transportation to implement short-term experimental transit fares and parking rates for up to six months, will enable the SFMTA to respond effectively to community requests and public health and safety emergencies; and,

WHEREAS, The Director of Transportation should be authorized to make any necessary technical and clerical corrections to the approved budgets of the SFMTA and to allocate additional revenues and/or City and County discretionary revenues in order to fund additional adjustments to the operating and capital budget, provided that the Director of Transportation return to the SFMTA Board of Directors for approval of technical or clerical corrections or that allocate additional revenues and/or City and County discretionary revenues in order to fund additional adjustments to the operating budget that, in aggregate, exceed ten percent of the total SFMTA FY 2023 or FY 2024 operating or capital budgets respectively; and,

WHEREAS, The SFMTA is proposing changes to various fines, fees, rates, and charges by amending the Transportation Code for the fiscal years beginning July 1, 2022 and July 1, 2023; and,

WHEREAS, The proposed amendments to the Transportation Code to address fees and penalties for the fiscal years beginning July 1, 2022, and July 1, 2023, include, among other things, decrease to the boot removal and on-street shared vehicle fees in FY 2023, increases for

Transportation Code and Vehicle Code penalties, color curb painting fees, towing and storage fees, community service processing fees, parking meter use fee, parklet installation fee, temporary no-parking sign posting fee, signs and parking space removal/relocation fee, intellectual property license fee (film permits), non-standard vehicle permit fees, electric vehicle charging station user fee, planning/development transportation analysis review fee, development project review fee, places for people application fee, citywide variable parking meter rates, and fees for general permits including special traffic, temporary exclusive use of parking meters, residential area parking, contractor, vanpool, stationless bicycle share program application, SFMTA permit, on-street shared vehicle, press, designated shuttle stop use, farmer's market parking, temporary street closure (ISCOTT), and bus substitution fees; ISCOTT permit fees, and establishing a new color curb fee for applicants located more than 1,000 feet from the no-parking zone; and,

WHEREAS, The SFMTA is proposing to suspend Automatic Indexing Implementation Plan (AIIP) increases to Municipal Railway fare changes; extend the Free Muni for all Youth under 19 years of age; implement new fares for monthly fare capping and a discounted 10-trip pass, and authorizing all fare changes for FY 2023 to take effect the first day of the next month that is at least thirty days after the FY 2023 budget takes effect pursuant to Charter Section 8A.106, or according to the extended deadline for Board of Supervisors review as adjusted by an emergency declaration of the Mayor; and,

WHEREAS, The changes in various fees, fares, rates and charges are necessary to meet SFMTA operating expenses, including employee wages and benefits or to purchase and lease essential supplies, equipment and materials; and,

WHEREAS, Since Charter Section 16.112 requires published notice and a hearing before the SFMTA may institute or change any schedule of rates or charges which affect the public and the Board's Rules of Order require that the advertisement run for at least five days and not less than five days prior to the public hearing, advertisements were placed in the City's official newspaper on March 23-25, 27, 30 and 31, 2022, to provide notice of the public hearings held on April 5, 19, and 26, 2022, to consider the above modifications; and,

WHEREAS, The SFMTA held public hearings, in-person and online meetings to hear public comment on the two-year Operating and Capital Budgets, and the SFMTA's Citizens Advisory Committee and Finance & Administration Committee also held meetings to consider the two-year Operating and Capital Budget; and,

WHEREAS, As a result of the extensive outreach campaign, the SFMTA collected over 1,250 instances of feedback, questions, comments, and concerns on its FY 2023 and FY 2024 budget; and, in response to some of these questions and concerns, adjusted its policy proposals and budget recommendations; and,

WHEREAS, On April 7, 2022, the SFMTA, under authority delegated by the Planning Department, determined that the SFMTA Consolidated Capital and Operating Budget for Fiscal Years 2023 and 2024 is not a "project" under the California Environmental Quality Act (CEQA) pursuant Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b); and,

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and is incorporated herein by reference; and,

WHEREAS, Title VI of the Civil Rights Act of 1964 applies to programs and services receiving federal funding and prohibits discrimination based on race, color, or national origin from federally funded programs such as transit and in order to remain compliant with Title VI requirements and ensure continued federal funding, the SFMTA must analyze the impacts of fare changes on minority and low-income populations in compliance with the FTA's updated Circular 4702.1B; and,

WHEREAS, The SFMTA prepared a Title VI analysis of the impact of the proposed fare changes on low-income and minority communities in San Francisco and has determined that there is no disparate impact to minority populations or disproportionate burden to low-income populations and,

WHEREAS, Charter Section 10.104.15 allows City departments to contract for services where such services can be practically performed under private contract at a lesser cost than similar work performed by employees of the City and County, as determined by the Controller and approved annually by the Board of Supervisors; and,

WHEREAS, The SFMTA has ongoing contracts for parking citation processing and collection services; facility security services; paratransit services; parking meter collection and coin counting services; transit shelter maintenance services; and vehicle towing, storage and disposal services; and,

WHEREAS, The Controller has determined, or is expected to determine, that for FY 2023 and FY 2024, parking citation processing and collection services; facility security services; paratransit services; parking meter collection and coin counting services; transit shelter maintenance services; and vehicle towing, storage and disposal services can be practically performed by private contractors at a lesser cost than if they were performed by employees of the City; and,

WHEREAS, Charter Section 8A.106 provides that the SFMTA must submit a two-year budget by May 1 of each even year to the Mayor and Board of Supervisors; and now, therefore, be it

RESOLVED, That the SFMTA Board of Directors approves the San Francisco Municipal Transportation Agency FY 2023 and FY 2024 Operating Budget, in the amounts of \$1,356.1 million and \$1,406.9 million respectively; \$36.4 million in FY 2023 and \$66.7 million in FY 2024 for capital expenditures for a total combined appropriation for operating and capital expenditures of \$1,392.5 million in FY 2023 and \$1,473.5 million in FY 2024; and the Capital Budget in the amounts of \$424 million and \$388 million, respectively; and be it further

RESOLVED, That in accordance with the requirements of Charter Section 8A.106(b), the SFMTA certifies that the FY 2023 and FY 2024 Operating and Capital budgets are adequate in making substantial progress towards meeting the performance standards established pursuant to

Section 8A.103 for 2017 and 2024; and be it further

RESOLVED, That the SFMTA Board authorizes changes to various fines, fees, fares, rates, and charges for the fiscal years beginning July 1, 2022, and July 1, 2023, and approving the SFMTA's Title VI Fare Equity Analysis for the proposed fare changes; and be it further

RESOLVED, That the SFMTA Board approves the Title VI analysis of the impact of the proposed fare change on low-income and minority communities in San Francisco, which determined that there is no disparate impact to minority populations or disproportionate burden to low-income populations; and be it further

RESOLVED, That the SFMTA Board of Directors approves suspending AIIP increases to Municipal Railway fare changes; extend the Free Muni for all Youth under 19 years of age; implement new fares for monthly fare capping and a discounted 10-trip pass, and authorizes all fare changes for FY 2023 to take effect the first day of the next month that is at least thirty days after the FY 2023 budget takes effect pursuant to Charter section 8A.106, or according to the extended deadline for Board of Supervisors review as adjusted by an emergency declaration of the Mayor; and be it further

RESOLVED, That the SFMTA Board and Parking Authority Commission approves the additional increases to various fines, fees, rates, and charges including service vehicle rental fees, bus rerouting fees, and parking garage and lot fees; and be it further

RESOLVED, That the SFMTA Board amends Transportation Code Division II to include, among other things, increases and decreases for parking penalties, late payment penalties, special collection fees, and boot removal fees; color curb, general loading, and red zone driveway fees; towing and storage fees; community service plan processing fees; parking meter use fee; temporary no-parking sign posting fee; signs and parking space removal/relocation fee; intellectual property license fee (film permits); non-standard vehicle permit fees; planning and development transportation analysis and project review fees; citywide variable parking meter rates; and fees for general permits including special traffic, temporary exclusive use of parking meters, residential area parking, contractor, vanpool, stationless bicycle share program application, SFMTA permit, on-street shared vehicle, on-street shared electric moped parking, press, designated shuttle stop use, farmer's market parking, temporary street closure (ISCOTT) and bus substitution fees; waiving all taxi permit fees for FY 23 and FY 24; amending various provisions of the Residential Parking Permit program; and adding a fee for color curb no parking zone where the applicant is more than 1,000 feet from the no parking zone; and be it further

RESOLVED, That the SFMTA Board approves a waiver of fares on New Year's Eve 2023, between 8 PM on December 31, 2022 and 5 a.m. January 1, 2023 and on New Year's Eve 2024, between 8 PM on December 31, 2023 and 5 a.m. January 1, 2024; and be it further

RESOLVED, That the Director of Transportation is authorized to implement short-term experimental fares and parking rates up to six months which enable the SFMTA to respond effectively to community requests and public health and safety emergencies; and be it further

RESOLVED, That the SFMTA Board of Directors concurs with the Controller's certification that parking citation processing and collection services; facility security services; paratransit services; parking meter collection and coin counting services; transit shelter maintenance services; and vehicle towing, storage and disposal services can be practically performed by private contractors at a lesser cost than to provide the same services with City employees; and be it further

RESOLVED, That the SFMTA Board will continue to work diligently with the Board of Supervisors and the Mayor's Office to develop new sources of funding for SFMTA operations pursuant to Charter Section 8A.109; and be it further

RESOLVED, That the FY 2023 and FY 2024 Operating Budget includes \$136 million in FY 2023 and \$141 million in FY 2024 Contingency Reserves, representing 10% of operating expenditures, pursuant to the Contingency Reserve Policy established in SFMTA Board Resolution 07-038; and be it further

RESOLVED, That the Director of Transportation is hereby authorized to make any necessary technical and clerical corrections to the approved FY 2023 and FY 2024 Operating budget of the SFMTA and to allocate additional revenues and/or City and County discretionary revenues in order to fund additional adjustments to the operating budget, provided that the Director of Transportation shall return to the SFMTA Board of Directors for approval of technical or clerical corrections that allocate additional revenues and/or City and County discretionary revenues in order to fund additional adjustments to the operating budget that, in aggregate, exceed a ten percent change to the SFMTA operating budget.

I certify that the foregoing resolution was adopted by the Municipal Transportation Agency Board of Directors and the Parking Authority Commission at their meeting of April 19, 2022.

  
\_\_\_\_\_  
Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency

[Transportation Code – Division II Fees and Penalties]

**Resolution amending Division II of the Transportation Code to address fees and penalties for the fiscal years beginning July 1, 2022, and July 1, 2023, including, among other things, updating the fiscal years and making increases and decreases for late payment penalties, special collection fees, and boot removal fees; Transportation Code penalites; Vehicle Code penalties; color curb, general loading, and red zone driveway fees; towing and storage fees; community service and payment plan processing fees; parking meter use fee; temporary no-parking sign posting fee; signs and parking space removal/relocation fee; intellectual property license fee (film permits); Clipper Card and Lifeline ID card replacement fees; non-standard vehicle permit fees; planning and development transportation analysis review fee; development project review fee; citywide variable parking meter rates; and fees for general permits including special traffic, temporary exclusive use of parking meters, residential area parking, contractor, vanpool, stationless bicycle share program application, SFMTA permit, on-street shared vehicle, on-street shared electric moped parking, press, designated shuttle stop use, farmer's market parking, temporary street closure (ISCOTT) and bus substitution fees; waiving all taxi permit fees for FY 23 and FY 24; amending various provisions of the Residential Parking Permit program; and adding a fee for color curb no parking zone where the applicant is more than 1,000 feet from the no parking zone.**

NOTE:      Additions are single-underline Times New Roman; deletions are ~~strike-through Times New Roman~~.

The Municipal Transportation Agency Board of Directors of the City and County of San Francisco enacts the following regulations:

Section 1.      Article 300, 400 and 900 of Division II of the Transportation Code is

hereby amended by amending Sections 301, 302, 303, 304, 305, 311, 312, 316, 317, 318, 319, 320, 322, 324, 325, 402, 901, 902 and 905, to read as follows:

**SEC. 301. LATE PAYMENT; SPECIAL COLLECTIONS AND BOOT  
REMOVAL FEE.**

Except as otherwise specified in this Code, the SFMTA may charge the following penalties and fees to persons to whom civil citations have been issued or to owners of cited vehicles for failure to either pay the citations or to contest the underlying citations by the due date affixed to the notice of violation. These fees include a DMV registration hold fee. The penalties and fees shall be as follows:

| Schedule                                                                          | FY 2021<br>Effective<br>7-1-2020 | FY 2022<br>Effective<br>7-1-2021 | FY 2023<br>Effective 7-<br>1-2022 | FY 2024<br>Effective 7-<br>1-2023 |
|-----------------------------------------------------------------------------------|----------------------------------|----------------------------------|-----------------------------------|-----------------------------------|
| After the 1st payment due date                                                    | \$37                             | \$38                             | \$38                              | \$38                              |
| After the 2nd payment due date                                                    | \$52                             | \$53                             | \$53                              | \$53                              |
| Special Collection Fee<br>(after the 2nd payment due date)                        | \$40                             | \$40                             | \$40                              | \$40                              |
| Boot Removal Fee                                                                  | \$525                            | \$550                            | \$495                             | \$505                             |
| Low Income Boot Removal Fee*                                                      | \$75                             | \$75                             | \$75                              | \$75                              |
| One-Time Boot Removal Fee for<br>People Certified as Experiencing<br>Homelessness | \$0                              | \$0                              | \$0                               | \$0                               |

\* Customers whose vehicles have been booted are eligible for the Low Income Boot Removal Fee only if they demonstrate (1) their participation in an eligible program for low income families, or (2) that their annual household income is less than or equal to 200% of Federal Poverty Level. The SFMTA shall publish the list of eligible low income programs on its website.

\*\* Customers whose vehicles have been booted are eligible for the One-Time Boot Removal Fee for People Certified as Experiencing Homelessness with certification from the San Francisco Department of Homelessness and Supportive Housing.

## **SEC. 302. TRANSPORTATION CODE PENALTY SCHEDULE.**

Violation of any of the following subsections of the Transportation Code shall be punishable by the fines set forth below.

| <b>TRANSPORTATION CODE SECTION</b> | <b>DESCRIPTION</b>                           | <u>FINE AMOUNT</u><br>Effective<br><u>July 1,<br/>2020**</u> | <u>FINE AMOUNT</u><br>Effective<br><u>July 1,<br/>2021**</u> | <u>FINE AMOUNT</u><br>Effective<br><u>July 1,<br/>2022**</u> | <u>FINE AMOUNT</u><br>Effective<br><u>July 1,<br/>2023**</u> |
|------------------------------------|----------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------|
| <b>PEDESTRIANS AND SIDEWALKS</b>   |                                              |                                                              |                                                              |                                                              |                                                              |
| Div I 7.2.10                       | Pedestrian Crossings                         | \$76                                                         | \$77                                                         | <u>\$80</u>                                                  | <u>\$83</u>                                                  |
| Div I 7.2.11                       | Electric Assistive Personal Mobility Devices | \$100                                                        | \$100                                                        | <u>\$103</u>                                                 | <u>\$106</u>                                                 |
| Div I 7.2.12                       | Bicycle Riding Restricted                    | \$100                                                        | \$100                                                        | <u>\$103</u>                                                 | <u>\$106</u>                                                 |
| Div I 7.2.13                       | NUV Violation                                | \$100                                                        | \$100                                                        | <u>\$103</u>                                                 | <u>\$106</u>                                                 |
| <b>ON-STREET PARKING</b>           |                                              |                                                              |                                                              |                                                              |                                                              |
| Div I 7.2.20                       | Residential Parking                          | \$95                                                         | \$96                                                         | <u>\$99</u>                                                  | <u>\$102</u>                                                 |
| Div I 7.2.22                       | Street Cleaning                              | \$83                                                         | \$84                                                         | <u>\$87</u>                                                  | <u>\$90</u>                                                  |
| Div I 7.2.23(a)                    | Parking Meter-Downtown Core                  | \$94                                                         | \$95                                                         | <u>\$98</u>                                                  | <u>\$101</u>                                                 |
| Div I 7.2.23(b)                    | Parking Meter-Outside Downtown Core          | \$84                                                         | \$86                                                         | <u>\$89</u>                                                  | <u>\$92</u>                                                  |
| Div I 7.2.25                       | Red Zone                                     | \$110                                                        | \$108                                                        | <u>\$108</u>                                                 | <u>\$108</u>                                                 |
| Div I 7.2.26                       | Yellow Zone                                  | \$110                                                        | \$108                                                        | <u>\$108</u>                                                 | <u>\$108</u>                                                 |
| Div I 7.2.27                       | White Zone                                   | \$110                                                        | \$108                                                        | <u>\$108</u>                                                 | <u>\$108</u>                                                 |
| Div I 7.2.28                       | Green Zone                                   | \$90                                                         | \$89                                                         | <u>\$92</u>                                                  | <u>\$95</u>                                                  |
| Div I 7.2.29                       | Parking for Three Days                       | \$75                                                         | \$74                                                         | <u>\$76</u>                                                  | <u>\$79</u>                                                  |
| Div I 7.2.30(a)                    | Overtime Parking Downtown Core               | \$94                                                         | \$95                                                         | <u>\$98</u>                                                  | <u>\$101</u>                                                 |
| Div I 7.2.30(b)                    | Overtime Parking Outside                     | \$84                                                         | \$86                                                         | <u>\$89</u>                                                  | <u>\$92</u>                                                  |

|                 |                                                    |        |        |        |        |
|-----------------|----------------------------------------------------|--------|--------|--------|--------|
|                 | Downtown Core                                      |        |        |        |        |
| Div I 7.2.30(c) | Overtime Meter<br>Parking<br>Downtown Core         | \$94   | \$95   | \$98   | \$101  |
| Div I 7.2.30(d) | Overtime Meter<br>Parking Outside<br>Downtown Core | \$84   | \$86   | \$89   | \$92   |
| Div I 7.2.32    | Angled Parking                                     | \$72   | \$71   | \$73   | \$75   |
| Div I 7.2.33    | Blocking<br>Residential Door                       | \$59   | \$59   | \$61   | \$63   |
| Div I 7.2.34    | Median Dividers<br>and Islands                     | \$95   | \$96   | \$99   | \$102  |
| Div I 7.2.35    | Parking on<br>Grades                               | \$65   | \$59   | \$61   | \$63   |
| Div I 7.2.36    | 100 Feet Oversize                                  | \$110  | \$108  | \$108  | \$108  |
| Div I 7.2.37    | Motorcycle<br>Parking                              | \$110  | \$108  | \$108  | \$108  |
| Div I 7.2.38    | Parking in Stand                                   | \$110  | \$108  | \$108  | \$108  |
| Div I 7.2.39    | Parking Transit-<br>Only                           | \$110  | \$108  | \$108  | \$108  |
| Div I 7.2.40    | Tow-Away Zone-<br>Downtown Core                    | \$110  | \$108  | \$108  | \$108  |
| Div I 7.2.41    | Tow-Away Zone-<br>Outside<br>Downtown Core         | \$110  | \$108  | \$108  | \$108  |
| Div I 7.2.42    | Parking<br>Restrictions                            | \$110  | \$108  | \$108  | \$108  |
| Div I 7.2.43    | Parking-Public<br>Property                         | \$79   | \$78   | \$81   | \$84   |
| Div I 7.2.44    | Misuse Disabled<br>Parking<br>Placard/License      | \$866* | \$864* | \$866* | \$866* |
| Div I 7.2.45    | Temporary<br>Parking<br>Restriction                | \$83   | \$84   | \$87   | \$90   |
| Div I 7.2.46    | Temporary<br>Construction<br>Zone                  | \$83   | \$84   | \$87   | \$90   |
| Div I 7.2.47    | Remove Chalk                                       | \$110  | \$108  | \$108  | \$108  |
| Div I 7.2.48    | Repairing Vehicle                                  | \$102  | \$102  | \$105  | \$108  |

|              |                             |       |       |              |       |
|--------------|-----------------------------|-------|-------|--------------|-------|
| Div I 7.2.49 | Permit on Wrong Car         | \$110 | \$108 | <u>\$108</u> | \$108 |
| Div I 7.2.50 | Invalid Permit              | \$110 | \$108 | <u>\$108</u> | \$108 |
| Div I 7.2.51 | Parking Marked Space        | \$65  | \$66  | <u>\$68</u>  | \$70  |
| Div I 7.2.52 | On-Street Car Share Parking | \$110 | \$108 | <u>\$108</u> | \$108 |
| Div I 7.2.54 | Large Vehicle               | \$110 | \$108 | <u>\$108</u> | \$108 |
| Div I 7.2.55 | No Parking Zone             | \$110 | \$108 | <u>\$108</u> | \$108 |

#### OFF-STREET PARKING

|              |                                                |        |        |               |        |
|--------------|------------------------------------------------|--------|--------|---------------|--------|
| Div I 7.2.60 | Parking Facility Charges                       | \$72   | \$71   | <u>\$73</u>   | \$75   |
| Div I 7.2.61 | Entrance/Exit Parking Facility                 | \$100  | \$99   | <u>\$102</u>  | \$105  |
| Div I 7.2.62 | Blocking Space Parking Facility                | \$76   | \$76   | <u>\$79</u>   | \$82   |
| Div I 7.2.63 | Speeding within Parking Facility               | \$100  | \$99   | <u>\$102</u>  | \$105  |
| Div I 7.2.64 | Block Charging Bay                             | \$110  | \$108  | <u>\$108</u>  | \$108  |
| Div I 7.2.65 | Overtime Parking - Off-Street Parking Meter    | \$79   | \$78   | <u>\$81</u>   | \$84   |
| Div I 7.2.66 | Misuse Disabled Parking Placard/ License Plate | \$866* | \$864* | <u>\$866*</u> | \$866* |
| Div II 1009  | SFMTA Property                                 | \$110  | \$108  | <u>\$108</u>  | \$108  |

#### TRAFFIC REGULATIONS

|              |                                       |                                                                                |                                                                                |                                                                                       |                                                                                |
|--------------|---------------------------------------|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| Div I 7.2.70 | Obstruction of Traffic-Vehicle        | \$110                                                                          | \$110                                                                          | <u>\$108</u>                                                                          | \$108                                                                          |
| Div I 7.2.71 | Obstruction of Traffic Without Permit | \$687                                                                          | \$702                                                                          | <u>\$725</u>                                                                          | \$749                                                                          |
| Div I 7.3.30 | Obstruction of Traffic Without Permit | \$1,000, or six months in jail, or both (4th or more offenses within one year) | \$1,000, or six months in jail, or both (4th or more offenses within one year) | <u>\$1,000, or six months in jail, or both (4th or more offenses within one year)</u> | \$1,000, or six months in jail, or both (4th or more offenses within one year) |

|              |                               |       |       |              |                  |
|--------------|-------------------------------|-------|-------|--------------|------------------|
|              |                               |       |       |              | <u>one year)</u> |
| Div I 7.2.72 | Driving in Transit-Only Area  | \$89  | \$91  | \$94         | \$97             |
| Div I 7.2.73 | Driving Through Parades       | \$100 | \$100 | <u>\$100</u> | <u>\$100</u>     |
| Div I 7.2.74 | Streetcar Right-of-Way        | \$100 | \$100 | <u>\$100</u> | <u>\$100</u>     |
| Div I 7.2.75 | Passing Safety Zones          | \$100 | \$100 | <u>\$100</u> | <u>\$100</u>     |
| Div I 7.2.76 | Removal of Vehicles-Collision | \$100 | \$100 | <u>\$100</u> | <u>\$100</u>     |
| Div I 7.2.77 | Weight Restricted Streets     | \$100 | \$100 | <u>\$100</u> | <u>\$100</u>     |

#### **COMMERCIAL VEHICLES**

|               |                                                  |       |       |              |              |
|---------------|--------------------------------------------------|-------|-------|--------------|--------------|
| Div I 7.2.80  | Vehicles for Hire Parking                        | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| Div I 7.2.81  | Advertising Sign                                 | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| Div I 7.2.82  | Selling from Vehicle                             | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| Div I 7.2.83  | Truck Loading Zone                               | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| Div I 7.2.84  | Commercial Vehicle Parking Restrictions          | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| Div I 7.2.86  | Idling Engine While Parked                       | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| Div I 7.2.87  | Commercial Passenger Vehicle Street Restrictions | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| Div. I 7.2.88 | For Sale Sign                                    | \$72  | \$71  | <u>\$73</u>  | <u>\$75</u>  |

#### **TRANSIT VIOLATIONS**

|               |                      |       |       |              |              |
|---------------|----------------------|-------|-------|--------------|--------------|
| Div I 7.2.101 | Fare Evasion         | \$125 | \$125 | <u>\$125</u> | <u>\$125</u> |
| Div I 7.2.102 | Passenger Misconduct | \$125 | \$125 | <u>\$129</u> | <u>\$135</u> |
| Div I 7.2.103 | Fare Evasion –       | \$64  | \$64  | <u>\$64</u>  | <u>\$64</u>  |

|                                                   |                                                                                                                             |       |        |               |               |
|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|-------|--------|---------------|---------------|
|                                                   | Youth Violation                                                                                                             |       |        |               |               |
| Div I 7.2.104                                     | Passenger Misconduct – Youth Violation                                                                                      | \$64  | \$64   | <u>\$66</u>   | <u>\$68</u>   |
| <b>SHARED MOBILITY DEVICE SERVICES VIOLATIONS</b> |                                                                                                                             |       |        |               |               |
| Div I 7.2.110                                     | Shared Mobility Device Service Parking (Shared Mobility Device Service That Does Not Hold an SFMTA Permit or Authorization) |       |        |               |               |
|                                                   | First offense                                                                                                               | \$100 | \$100  | <u>\$100</u>  | <u>\$100</u>  |
|                                                   | Second offense within one year of first offense                                                                             | \$200 | \$200  | <u>\$200</u>  | <u>\$200</u>  |
|                                                   | Third or subsequent offense with one year of first offense                                                                  | \$500 | \$500  | <u>\$500</u>  | <u>\$500</u>  |
| Div I 7.2.110                                     | Operating a Shared Mobility Device Service without a Permit or Authorization                                                |       |        |               |               |
|                                                   | First offense                                                                                                               |       | \$2500 | <u>\$2500</u> | <u>\$2500</u> |
|                                                   | Second offense within one year of the first offense                                                                         |       | \$5000 | <u>\$5000</u> | <u>\$5000</u> |
| Div I 7.2.110                                     | Shared Mobility Device Service Parking (Shared Mobility Device Service Operators that Hold a SFMTA Permit or Authorization) | \$100 | \$100  | <u>\$100</u>  | <u>\$100</u>  |
| Div I 7.2.111                                     | Powered Scooter                                                                                                             |       |        |               |               |

|               |                                                                                                 |       |       |              |              |
|---------------|-------------------------------------------------------------------------------------------------|-------|-------|--------------|--------------|
|               | Share Parking<br><br>(Powered Scooter Share Operators That Do Not Hold A SFMTA Permit)          |       |       |              |              |
|               | First offense                                                                                   | \$100 | \$100 | <u>\$100</u> | <u>\$100</u> |
|               | Second offense within one year of first offense                                                 | \$200 | \$200 | <u>\$200</u> | <u>\$200</u> |
|               | Third or subsequent offense within one year of first offense                                    | \$500 | \$500 | <u>\$500</u> | <u>\$500</u> |
| Div I 7.2.111 | Powered Scooter Share Parking<br><br>(Powered Scooter Share Operators That Hold a SFMTA Permit) | \$100 | \$100 | <u>\$100</u> | <u>\$100</u> |

\* This fine includes a 10% additional penalty assessment as mandated by California Vehicle Code 40203.6.

**\*\* Note:**

The California State Legislature has imposed additional fees applicable to all parking citations. As a result, the total fine amount for parking citations includes the following fees: \$4.50 for the state courthouse construction fee, \$1.00 for the local courthouse construction fee, and \$3 for the Trial Court Trust Fund fee.

**SEC. 303. CALIFORNIA VEHICLE CODE PENALTY SCHEDULE.**

Violation of any of the following subsections of the Vehicle Code (VC) shall be punishable by the fines set forth below. The fine amounts listed in this Section 303 shall apply to any citation issued using a former Traffic Code section number that is listed next to the

corresponding Vehicle Code section below.

| <b>CODE</b>      | <b>DESCRIPTION</b>                          | <u>FINE<br/>AMOUNT</u><br><u>Effective<br/>July 1,<br/>2020**</u> | <u>FINE<br/>AMOUNT</u><br><u>Effective<br/>July 1,<br/>2021**</u> | <u>FINE<br/>AMOUNT</u><br><u>Effective<br/>July 1,<br/>2022**</u> | <u>FINE<br/>AMOUNT</u><br><u>Effective<br/>July 1,<br/>2023**</u> |
|------------------|---------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------------|
| VC4000A          | No Evidence of Current Registration         | \$209                                                             | \$209                                                             | \$209                                                             | \$209                                                             |
| VC4461C          | Displaying Placard Not Issued to Person     | \$866*                                                            | \$864*                                                            | \$864*                                                            | \$864*                                                            |
| VC4462B          | Improper Registered Plates                  | \$121                                                             | \$121                                                             | \$121                                                             | \$121                                                             |
| VC4463C          | Fraudulent Display of Placard               | \$866*                                                            | \$864*                                                            | \$864*                                                            | \$864*                                                            |
| VC4464           | Altered Plates                              | \$121                                                             | \$121                                                             | \$121                                                             | \$121                                                             |
| VC5200           | Display License Plates                      | \$121                                                             | \$121                                                             | \$121                                                             | \$121                                                             |
| VC5201A          | Plates/Mounting                             | \$121                                                             | \$121                                                             | \$121                                                             | \$121                                                             |
| VC5201B          | Failure to Replace Temporary License Plates | \$121                                                             | \$121                                                             | \$121                                                             | \$121                                                             |
| VC5201C          | Plate Cover                                 | \$121                                                             | \$121                                                             | \$121                                                             | \$121                                                             |
| VC5202           | No Plates                                   | \$121                                                             | \$121                                                             | \$121                                                             | \$121                                                             |
| VC5204A          | Tabs                                        | \$121                                                             | \$121                                                             | \$121                                                             | \$121                                                             |
| VC21113A         | School/Pub Ground                           | \$89                                                              | \$90                                                              | \$93                                                              | \$96                                                              |
| VC21211<br>(38N) | Bicycle Path/Lanes                          | \$162                                                             | \$162                                                             | \$162                                                             | \$162                                                             |
| VC22500A         | Parking in Intersection                     | \$110                                                             | \$108                                                             | \$108                                                             | \$108                                                             |
| VC22500B         | Parking in Crosswalk                        | \$110                                                             | \$108                                                             | \$108                                                             | \$108                                                             |
| VC22500C         | Safety Zone                                 | \$110                                                             | \$108                                                             | \$108                                                             | \$108                                                             |
| VC22500D         | 15 ft. Fire Station                         | \$110                                                             | \$108                                                             | \$108                                                             | \$108                                                             |
| VC22500E         | Driveway                                    | \$110                                                             | \$108                                                             | \$108                                                             | \$108                                                             |
| VC22500F         | On Sidewalk                                 | \$110                                                             | \$108                                                             | \$108                                                             | \$108                                                             |

|                       |                                                        |        |        |        |        |
|-----------------------|--------------------------------------------------------|--------|--------|--------|--------|
| VC22500G              | Excavation                                             | \$76   | \$76   | \$79   | \$82   |
| VC22500H              | Double Parking                                         | \$110  | \$108  | \$108  | \$108  |
| VC22500I              | Bus Zone                                               | \$350  | \$356  | \$368  | \$380  |
| VC22500J              | Tube or Tunnel                                         | \$76   | \$76   | \$79   | \$82   |
| VC22500K              | Bridge                                                 | \$76   | \$76   | \$79   | \$82   |
| VC22500L              | Wheelchair Access                                      | \$400  | \$416  | \$430  | \$444  |
| VC22500.1<br>(32.4.A) | Parking in Fire Lane                                   | \$95   | \$96   | \$99   | \$102  |
| VC22502A              | Over 18 inches From Curb                               | \$76   | \$76   | \$79   | \$82   |
| VC22502B              | Wrong Way Parking                                      | \$76   | \$76   | \$79   | \$82   |
| VC22502E              | One-Way Road/Parking                                   | \$76   | \$76   | \$79   | \$82   |
| VC22505B              | Unauthorized Stopping                                  | \$76   | \$76   | \$79   | \$82   |
| VC22507.8A            | Parking in Blue Zone Without Placard/Plate             | \$400  | \$416  | \$430  | \$444  |
| VC22507.8B            | Blocking Access to Blue Zone                           | \$400  | \$416  | \$430  | \$444  |
| VC22507.8C            | Parking in the Crosshatch Area Adjacent to a Blue Zone | \$400  | \$416  | \$430  | \$444  |
| VC22514               | Fire Hydrant                                           | \$110  | \$108  | \$108  | \$108  |
| VC22515A              | Unattended Motor Vehicle                               | \$110  | \$108  | \$108  | \$108  |
| VC22515B              | Unsecured Motor Vehicle                                | \$110  | \$108  | \$108  | \$108  |
| VC22516               | Locked Vehicle                                         | \$89   | \$91   | \$94   | \$97   |
| VC22521               | Railroad Tracks                                        | \$110  | \$108  | \$108  | \$108  |
| VC22522               | W/3 ft Wheelchair Ramp                                 | \$298* | \$298* | \$298* | \$298* |
| VC22523A              | Abandoned Vehicle/Highway                              | \$241  | \$246  | \$254  | \$262  |
| VC22523B              | Abandoned Vehicle/Public or Private Prop               | \$241  | \$246  | \$254  | \$262  |

|          |                                     |       |       |              |              |
|----------|-------------------------------------|-------|-------|--------------|--------------|
| VC22526A | Blocking Intersection               | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| VC22526B | Blocking Intersection While Turning | \$110 | \$108 | <u>\$108</u> | <u>\$108</u> |
| VC23333  | Park/Veh Crossing                   | \$162 | \$162 | <u>\$162</u> | <u>\$162</u> |

\* This fine includes a 10% additional penalty assessment as mandated by California Vehicle Code 40203.6.

**\*\* Note:**

The California State Legislature has imposed additional fees applicable to all parking citations. As a result, the total fine amount for parking citations includes the following fees: \$4.50 for the state courthouse construction fee, \$1.00 for the local courthouse construction fee, and \$3.00 for the Trial Court Trust Fund fee.

**SEC. 304. COLOR CURB, GENERAL LOADING, AND RED ZONE DRIVEWAY FEES.**

(a) Fees. When a request for color curb, general loading, or driveway red zones is received by the SFMTA, the City Traffic Engineer is authorized to administer and collect an application/processing fee, an installation fee, and a renewal fee from the requestor. The SFMTA may also charge a fee for the installation of a short-term parking meter. The fees shall be as follows:

**Table 304: COLOR CURB, GENERAL LOADING, AND DRIVEWAY RED ZONE FEE SCHEDULE**

| Applicable Fee                                                                 | FY 2021<br><del>Effective 7-1-2020</del> | FY 2022<br><del>Effective 7-1-2021</del> | FY 2023<br><del>Effective 7-1-2022</del> | FY 2024<br><del>Effective 7-1-2023</del> |
|--------------------------------------------------------------------------------|------------------------------------------|------------------------------------------|------------------------------------------|------------------------------------------|
| <b>White Zones, Green Zones, or General Loading Zones (“No Parking Zones”)</b> |                                          |                                          |                                          |                                          |
| Application Fee: Flat Rate for All Lengths                                     | \$750                                    | \$775                                    | \$825                                    | \$850                                    |
| Initial Installation Fee and Renewal Fee Every 2 Years                         | Per 22 linear feet or                    |

|                                                                                                        |                                                        |                                                        |                                                         |                                                         |
|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------|--------------------------------------------------------|---------------------------------------------------------|---------------------------------------------------------|
| After Installation                                                                                     | <del>fraction thereof: \$500<br/>Maximum: \$2500</del> | <del>fraction thereof: \$525<br/>Maximum: \$2500</del> | <del>fraction thereof: \$555<br/>Maximum: \$2,500</del> | <del>fraction thereof: \$575<br/>Maximum: \$2,875</del> |
| <b>Driveway Red Zone</b>                                                                               |                                                        |                                                        |                                                         |                                                         |
| Application Fee                                                                                        | \$250                                                  | \$255                                                  | \$350                                                   | \$385                                                   |
| Painting Fee                                                                                           | <del>\$225 per 6 linear feet or fraction thereof</del> | <del>\$230 per 6 linear feet or fraction thereof</del> | <del>\$300 per 6 linear feet or fraction thereof</del>  | <del>\$330 per 6 linear feet or fraction thereof</del>  |
| <u>No Parking Zone: Applicant More Than 1,000 Feet Away</u>                                            |                                                        |                                                        |                                                         |                                                         |
| Application Fee                                                                                        |                                                        |                                                        | \$4,500                                                 | \$4,650                                                 |
| <u>Initial Installation Fee and Renewal Fee Every 2 Years</u><br><u>After Installation: 0-22 feet</u>  |                                                        |                                                        | \$2,200                                                 | \$2,275                                                 |
| <u>Initial Installation Fee and Renewal Fee Every 2 Years</u><br><u>After Installation: 23-44 feet</u> |                                                        |                                                        | \$4,400                                                 | \$4,550                                                 |
| <u>Initial Installation Fee and Renewal Fee Every 2 Years</u><br><u>After Installation: 45-66 feet</u> |                                                        |                                                        | \$6,600                                                 | \$6,820                                                 |
| <u>Initial Installation Fee and Renewal Fee Every 2 Years</u><br><u>After Installation: 45-66 feet</u> |                                                        |                                                        | \$8,800                                                 | \$9,100                                                 |
| <u>Initial Installation Fee and Renewal Fee Every 2 Years</u><br><u>After Installation: 89+ feet</u>   |                                                        |                                                        | \$11,000                                                | \$11,370                                                |

(b) Exemptions from White Zone Fees. The following entities shall be exempt from paying white zone fees so long as such entities are primarily conducting nonprofit activities at the location of the white zone:

(1) Any public agency or building operated by a federal, state, or local government which is open to the general public and provides services to the general public including all public schools and other educational facilities operated by the San Francisco Unified School District; and

(2) Buildings occupied by private nonprofit organizations whose exclusive function is serving senior citizens and persons with disabilities at no cost to these individuals.

(c) Nothing in this Section 304 is intended to limit the SFMTA's ability to install color curb markings on its own initiative.

**SEC. 305. TOWING AND STORAGE FEES.**

(a) Fees.

(1) The SFMTA shall charge the registered owner of a towed vehicle, or the registered owner's agent claiming a towed vehicle, or the renter of a towed vehicle, the following fees to reimburse the City for its costs related to the removal, storage, sale, or release of vehicles towed from the public right-of-way, public property, or private property:

| <b>Fee Type</b>                                                                                                                                              | <b>Fee Amount<br/>Effective July 1,<br/>2020</b> | <b>Fee Amount<br/>Effective July<br/>1, 2021</b> | <b>Fee Amount<br/><u>Effective</u><br/><u>July 1, 2022</u></b> | <b>Fee Amount<br/><u>Effective</u><br/><u>July 1, 2023</u></b> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|--------------------------------------------------|----------------------------------------------------------------|----------------------------------------------------------------|
| <b>SFMTA Administrative Fees</b>                                                                                                                             |                                                  |                                                  |                                                                |                                                                |
| Administrative Fee (other than First Tow or Low Income)                                                                                                      | \$318                                            | \$325                                            | \$336                                                          | \$347                                                          |
| First Tow (reduced fee available only to registered owner of towed vehicle, registered owner's agent claiming the towed vehicle, or renter of towed vehicle) | \$268                                            | \$275                                            | \$284                                                          | \$293                                                          |
| Low Income (fee waiver available only to registered owner or renter of towed vehicle)                                                                        | \$0                                              | \$0                                              | \$0                                                            | \$0                                                            |
| <b>Tow Fees</b>                                                                                                                                              |                                                  |                                                  |                                                                |                                                                |
| (Tow contract fees charged to registered or legal owner, owner's agent, or renters claiming the towed vehicle.)                                              |                                                  |                                                  |                                                                |                                                                |
| One-Time Tow Fee Waiver for People Certified as Experiencing Homelessness                                                                                    | \$0                                              | \$0                                              | \$0                                                            | \$0                                                            |
| Low-Income Tow Fee                                                                                                                                           | \$100                                            | \$100                                            | \$100                                                          | \$100                                                          |
| Light Duty Vehicles under 10,000 GVW (e.g., cars, light duty trucks, vehicles with                                                                           | \$256                                            | \$268                                            | \$277                                                          | \$286                                                          |

|                                                                                                                                                                                                 |              |              |              |              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|--------------|--------------|
| trailers, unattached trailers, motorcycles, and scooters)                                                                                                                                       |              |              |              |              |
| Medium Duty Vehicles over 10,000 GVW (e.g., trucks, buses, and unattached trailers)                                                                                                             | \$256        | \$268        | <u>\$277</u> | <u>\$286</u> |
| Heavy Duty Vehicles over 26,000 GVW (e.g., buses, tractor trucks, and/or trailers)                                                                                                              | <u>\$256</u> | <u>\$268</u> | <u>\$277</u> | <u>\$286</u> |
| Dolly Fee                                                                                                                                                                                       | \$46         | \$47         | <u>\$49</u>  | <u>\$51</u>  |
| <b>Storage Fees</b>                                                                                                                                                                             |              |              |              |              |
| (Storage fees charged to registered or legal owner, or owner's agent claiming the towed vehicle; storage fees waived if vehicle is picked up within four hours of arrival at storage facility.) |              |              |              |              |
| Storage Fee – Motorcycles/Scooters – first 24 hours or part thereof                                                                                                                             | \$21.50      | \$22         | <u>\$23</u>  | <u>\$24</u>  |
| Storage Fee – Motorcycles/Scooters – every full calendar day (or part thereof) following the first 24 hours                                                                                     | \$26         | \$27         | <u>\$28</u>  | <u>\$29</u>  |
| Storage Fee – Light Duty Vehicles (other than motorcycles/scooters) – first 24 hours or part thereof                                                                                            | \$56.50      | \$58         | <u>\$60</u>  | <u>\$62</u>  |
| Storage Fee – Light Duty Vehicles (other than motorcycles/scooters) – every full calendar day (or part thereof) following the first 24 hours                                                    | \$67.50      | \$69.50      | <u>\$72</u>  | <u>\$74</u>  |
| Storage Fee – Medium Duty Vehicles – first 24 hours or part thereof                                                                                                                             | \$78         | \$80.50      | <u>\$83</u>  | <u>\$86</u>  |
| Storage Fee – Medium Duty Vehicles – every full calendar day (or part thereof) following the first 24 hours                                                                                     | \$93.50      | \$96         | <u>\$99</u>  | <u>\$102</u> |
| Storage Fee – Heavy Duty Vehicles – first 24 hours or part thereof                                                                                                                              | \$115        | \$118        | <u>\$122</u> | <u>\$126</u> |
| Storage Fee – Heavy Duty Vehicles – every full calendar day (or part thereof) following the first 24 hours                                                                                      | \$138        | \$142        | <u>\$147</u> | <u>\$152</u> |

| <b>Tow-Back Fees</b>                                                                                                                 |       |       |       |       |
|--------------------------------------------------------------------------------------------------------------------------------------|-------|-------|-------|-------|
| (Upon customer's request, and only if all towing and storage fees are paid, SFMTA may tow vehicle to a location customer specifies.) |       |       |       |       |
| Tow-back service                                                                                                                     | \$256 | \$268 | \$277 | \$286 |
| <b>Lien Fees</b>                                                                                                                     |       |       |       |       |
| Vehicles valued at \$4,000 or less (upon lien initiation)                                                                            | \$35  | \$35  | \$36  | \$37  |
| Vehicles valued at more than \$4,000 (upon lien initiation)                                                                          | \$50  | \$50  | \$52  | \$54  |
| Vehicles valued at \$4,000 or less (upon lien completion)                                                                            | \$35  | \$35  | \$36  | \$37  |
| Vehicles valued at more than \$4,000 (upon lien completion)                                                                          | \$50  | \$50  | \$52  | \$54  |

(A) The SFMTA shall charge the registered owner or the registered owner's agent claiming the towed vehicle the First Tow reduced administrative fee only if the vehicle has not previously been towed by the SFPD or SFMTA while registered to its current owner. The SFMTA shall charge the renter of the towed vehicle the First Tow reduced administrative fee only if the SFPD or SFMTA has not previously towed any vehicle registered to or rented by the renter of the towed vehicle.

(B) The SFMTA shall waive the administrative fee, any applicable dolly fee, any applicable lien fees, and the storage fees that would otherwise accrue during the first 24 hours and up to 14 consecutive calendar days thereafter that the vehicle is stored, and instead apply the Low Income Tow Fee only if the registered owner or renter of the towed vehicle (1) establishes his or her participation in an eligible program for low income families or individuals, (2) establishes that his or her annual household income is less than or equal to 200% of the Federal Poverty Level, and (3) removes the vehicle from impound. The SFMTA shall publish the list of eligible low income programs on its website.

(C) The SFMTA shall waive the administrative fee, any applicable dolly fee, any applicable lien fees, and the storage fees that would otherwise accrue during the first 24 hours and up to 30~~14~~ consecutive calendar days thereafter that the vehicle is stored, and instead grant a

One-Time Tow Fee Waiver for People Certified as Experiencing Homelessness only if the registered owner or renter of the towed vehicle (1) provides certification from the Department of Homelessness and Supportive Housing, (2) has not previously been granted the One-Time Tow Fee Waiver for People Certified as Experiencing Homelessness, and (3) removes the vehicle from impound.

(D) Notwithstanding any other provision of this Code, the reduced fees and waivers provided under subsections (A), (B), or (C) above shall not be available to either a registered owner of a towed vehicle or a registered owner's agent claiming a towed vehicle if (i) the towed vehicle's registered owner is a business, including but not limited to a partnership, trust, for-profit corporation, or non-profit corporation, or (ii) the vehicle was towed because of or in connection with an act which would constitute a felony or misdemeanor, or which would be punishable, in the discretion of the court, either as a felony or misdemeanor, under any law of the City and County of San Francisco, the State of California, or the United States.<sup>1</sup>

(E) A renter of the towed vehicle shall be eligible for the reduced fees and waivers provided under subsections (A), (B), and (C) only if the towed vehicle's rental agreement identifies the renter as the vehicle's driver.

(2) The SFMTA shall charge the purchaser of a towed vehicle sold at a lien sale the following fees related to the sale:

| Auction Sales Service Fees<br>(Based on vehicle sale amount) |                                         |                                         |                                                 |                                                 |
|--------------------------------------------------------------|-----------------------------------------|-----------------------------------------|-------------------------------------------------|-------------------------------------------------|
| Fee Type                                                     | Fee Amount<br>Effective July<br>1, 2020 | Fee Amount<br>Effective July<br>1, 2021 | Fee Amount<br><u>Effective July 1,<br/>2022</u> | Fee Amount<br><u>Effective July 1,<br/>2023</u> |
| \$0 - \$249.99                                               | \$45                                    | \$45                                    | \$46                                            | \$48                                            |
| \$250 - \$499.99                                             | \$75                                    | \$75                                    | \$77                                            | \$80                                            |
| \$500 - \$999.99                                             | \$150                                   | \$150                                   | \$155                                           | \$160                                           |
| \$1,000 - \$1,499.99                                         | \$250                                   | \$250                                   | \$258                                           | \$267                                           |
| \$1,500 - \$1,999.99                                         | \$350                                   | \$350                                   | \$362                                           | \$374                                           |
| \$2,000 - \$2,499.99                                         | \$450                                   | \$450                                   | \$465                                           | \$480                                           |
| \$2,500 - \$4,999.99                                         | \$750                                   | \$750                                   | \$775                                           | \$801                                           |
| \$5,000 and above                                            | \$1,000                                 | \$1,000                                 | \$1,033                                         | \$1,067                                         |

- (b) Reimbursement and Waiver of Towing and Storage Fees.
  - (1) Any fees charged or authorized under subsection (a) in connection with the towing, storage, or lien of vehicles towed from the public right-of-way, public property, or private property may be waived for, or reimbursed to, the registered or legal owner of the vehicle if the fees were incurred:
    - (A) Because the vehicle was towed or stored by order of the Police Department to examine the vehicle for evidence of a crime;
    - (B) Because the vehicle was towed or stored by order of the Police Department or the SFMTA and said towing or storage was not authorized by state or local law;
    - (C) Because the Police Department or the SFMTA erroneously reported, filed, or recorded the circumstances of the towing or storage of the vehicle; or
    - (D) Because the vehicle was towed or stored by order of the Police Department or the SFMTA for removal of components of the vehicle, which components were placed on the vehicle in violation of Section 10751 of the Vehicle Code.
  - (2) Upon verifiable proof that the vehicle was reported stolen before it was towed, or upon a determination by the Police Department that the vehicle was stolen, and if the vehicle owner is an individual, the SFMTA shall waive for, or reimburse to, the registered or legal owner:
    - (A) The administrative, towing, and lien fees established in subsection (a), above; and
    - (B) The storage fees that would otherwise accrue during the first 24 hours and two consecutive calendar days thereafter that the vehicle is stored.
  - (3) Neither the waivers nor reimbursements of fees available under subsection (b)(2) above for stolen vehicles shall be available if the towed vehicle's registered owner is a business, including but not limited to a partnership, for-profit corporation, or non-profit corporation, or if the registered owner rents the towed vehicle to other persons as part of a peer-to-peer, person-to-person, or other social car sharing enterprise.
- (c) Prohibition on Waiver and Reimbursement of Towing and Storage Fees. No

reimbursement or waiver shall be made to the registered or legal owner of a vehicle pursuant to the provisions of subsection (b)(1) or (2), above, if:

(1) The owner or person in lawful possession of the vehicle is chargeable with violation of any law of the City and County of San Francisco, the State of California, or the United States, and said charge relates to the towing and storage of the vehicle or the removal of component parts thereof; or

(2) Reimbursement or waiver is requested pursuant to subsections (b)(1)(B) or (b)(1)(C), above, and the City's error in ordering, reporting, filing or recording the tow is attributable, in part, to the conduct of the registered owner, legal owner, or one in lawful possession of the vehicle; or

(3) The registered or legal owner of the vehicle, including a firm or corporation that owns vehicles used for commercial purposes, cannot show evidence of financial responsibility for said vehicle as required by Section 16020 of the California Vehicle Code.

(d) Application for Reimbursement or Waiver.

(1) Requests for reimbursement of partial or full fees by individuals eligible for the reduced fees or waivers provided under Section 305 must be presented to the Director of the SFMTA or his or her designee, on a form provided therefor, within 30 days of payment of the full fees. The Director, or his or her designee, may, in his or her sole discretion, extend this deadline for good cause shown.

(2) Requests for reimbursement or waiver shall be itemized, describing all circumstances known to the requesting party. The Director of the SFMTA or his or her designee may request such additional information as necessary to determine the legitimacy of the request for reimbursement or waiver.

(3) All requests for reimbursement or waiver shall be made under penalty of perjury.

(4) The amount of the requested reimbursement or waiver shall not exceed the actual fees charged to the individual or entity requesting reimbursement or waiver.

(e) Prosecution of Person Responsible. No request for reimbursement or waiver shall

be considered by the Director of the SFMTA or his or her designee unless and until the person requesting reimbursement or waiver agrees in writing that said person will fully cooperate in the investigation or prosecution of any person or persons responsible for any violation of law giving rise to the request for reimbursement or waiver.

(f) Subrogation. Whenever reimbursement or waiver is made pursuant to this Section 305, the City and County of San Francisco is subrogated to all rights and privileges, at law or equity, of the person, or his or her heirs or assigns, to whom payment was made to recover any monies, from any source whatsoever, due to the person requesting reimbursement or waiver arising from the activity that caused the fees to be incurred.

(g) Procedures. The Director of Transportation may establish such procedures as he or she deems appropriate to facilitate the waiver and reimbursement of towing and storage fees, and the reduction of administrative fees, in accordance with this Section 305.

## **SEC. 311. COMMUNITY SERVICE AND PAYMENT PLAN PROCESSING FEES.**

(a) Community Service Plan: A fee to reimburse the SFMTA for costs associated with processing requests for community service in-lieu of payment for parking or transit violation citations. The amount for this fee shall be as set forth below.

| <b>Total Outstanding Fine/Penalty Amount</b> | <b>Processing Fee*</b><br><u>Effective Date</u><br><u>July 1, 2020</u> | <b>Processing Fee Effective Date</b><br><u>July 1, 2021</u> | <b>Processing Fee*</b><br><u>Effective Date</u><br><u>July 1, 2022</u> | <b>Processing Fee*</b><br><u>Effective Date</u><br><u>July 1, 2023</u> |
|----------------------------------------------|------------------------------------------------------------------------|-------------------------------------------------------------|------------------------------------------------------------------------|------------------------------------------------------------------------|
| \$300 or less                                | \$26                                                                   | \$27                                                        | \$27                                                                   | \$27                                                                   |
| \$301 to \$600                               | \$52                                                                   | \$54                                                        | \$54                                                                   | \$54                                                                   |
| \$601 to \$1,000                             | \$77                                                                   | \$79                                                        | \$79                                                                   | \$79                                                                   |

\*The SFMTA may grant a fee waiver once per calendar year for low-income customers whose income is at or below 200% of the Federal Poverty level.

(b) Payment Plan: A fee to reimburse the SFMTA for costs associated with

establishing a payment plan for parking or transit violation citations. The amount for this fee shall be as set forth below:

| <b>Payment Plan</b>     | <b>Processing Fee<br/>Effective Date<br/><u>July 1, 2020</u></b> | <b>Processing Fee<br/>Effective Date<br/><u>July 1, 2021</u></b> | <b>Processing Fee<br/>Effective Date<br/><u>July 1, 2022</u></b> | <b>Processing Fee<br/>Effective Date<br/><u>July 1, 2023</u></b> |
|-------------------------|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|
| Fee Per Plan-Low Income | \$5                                                              | \$5                                                              | <u>\$5</u>                                                       | <u>\$5</u>                                                       |
| Fee Per Plan-Standard   | \$25                                                             | \$25                                                             | <u>\$25</u>                                                      | <u>\$25</u>                                                      |

### **SEC. 312. PARKING METER USE FEE.**

A fee charged for rendering Parking meters inaccessible to parking due to activities that are non-construction related and do not require either a Temporary Exclusive Use Parking Meter Permit issued pursuant to Section 904 of this Code, or a Temporary Use or Occupancy of Public Streets permit issued pursuant to Article 6 of this Code. The fee shall be ~~\$13.00~~15.00 per day per metered Parking space effective July 1, ~~2020~~2022. The fee shall be shall be<sup>1</sup> ~~\$14.00~~\$16.00 per day per metered Parking space effective July 1, ~~2024~~2023.

### **SEC. 316. TEMPORARY NO-PARKING SIGN POSTING FEE.**

A fee to reimburse the SFMTA for costs incurred for posting temporary no-parking signs for Special Events, Film Production, and Residential or Commercial Moves based on the number of signs posted. The fee shall be as follows:

**Table 316: TEMPORARY NO-PARKING SIGN POSTING FEE SCHEDULE**

| <b>Number of Signs Posted</b>                                                | <b>FY 2021<br/>Effective July 1,<br/>2020</b> | <b>FY 2022<br/>Effective July 1,<br/>2021</b> | <b>FY 2023<br/>Effective July 1,<br/>2022</b> | <b>FY 2024<br/>Effective July 1,<br/>2023</b> |
|------------------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------------|-----------------------------------------------|-----------------------------------------------|
| <b>Application filed 14 days before a permitted event approved by ISCOTT</b> |                                               |                                               |                                               |                                               |
| 1 to 4                                                                       | \$295                                         | \$302                                         | \$312                                         | \$322                                         |
| 5 to 9                                                                       | \$395                                         | \$404                                         | \$417                                         | \$431                                         |
| 10 to 15                                                                     | \$493                                         | \$504                                         | \$521                                         | \$538                                         |
| 16 to 21                                                                     | \$593                                         | \$606                                         | \$626                                         | \$647                                         |
| 22 to 28                                                                     | \$689                                         | \$705                                         | \$728                                         | \$752                                         |
| 29 to 35                                                                     | \$789                                         | \$807                                         | \$834                                         | \$861                                         |

|                                     |                               |                               |                               |                               |
|-------------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| 36 to 43                            | \$888                         | \$908                         | \$938                         | \$969                         |
| 44 to 51                            | \$988                         | \$1,010                       | \$1,043                       | \$1,078                       |
| 52 or more                          | \$17 for each additional sign | \$17 for each additional sign | \$18 for each additional sign | \$18 for each additional sign |
| Self-Posting Fee for Special Events | \$10 per sign                 | \$10 per sign                 | \$10 per sign                 | \$11 per sign                 |

**Application filed 13 or fewer days before a permitted event approved by ISCOTT**

|                                     |                               |                               |                               |                               |
|-------------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| 1 to 4                              | \$412                         | \$421                         | \$435                         | \$449                         |
| 5 to 9                              | \$511                         | \$522                         | \$539                         | \$557                         |
| 10 to 15                            | \$610                         | \$623                         | \$644                         | \$665                         |
| 16 to 21                            | \$708                         | \$724                         | \$748                         | \$773                         |
| 22 to 28                            | \$806                         | \$824                         | \$851                         | \$879                         |
| 29 to 35                            | \$905                         | \$925                         | \$956                         | \$987                         |
| 36 to 43                            | \$1,005                       | \$1,027                       | \$1,061                       | \$1,096                       |
| 44 to 51                            | \$1,104                       | \$1,128                       | \$1,165                       | \$1,204                       |
| 52 or more                          | \$17 for each additional sign | \$17 for each additional sign | \$18 for each additional sign | \$18 for each additional sign |
| Self-Posting Fee for Special Events | \$10 per sign                 | \$10 per sign                 | \$10 per sign                 | \$11 per sign                 |

**Applications filed for 311 Temporary Signs  
(up to 3 days)**

|                                                                        |                               |                               |                               |                               |
|------------------------------------------------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| 1 to 4                                                                 | \$304                         | \$310                         | \$315                         | \$310                         |
| 5 to 9                                                                 | \$404                         | \$412                         | \$426                         | \$412                         |
| 10 to 15                                                               | \$507                         | \$518                         | \$535                         | \$518                         |
| 16 to 21                                                               | \$609                         | \$622                         | \$643                         | \$622                         |
| 22 to 28                                                               | \$707                         | \$723                         | \$747                         | \$723                         |
| 29 to 35                                                               | \$810                         | \$828                         | \$855                         | \$828                         |
| 36 to 43                                                               | \$910                         | \$930                         | \$961                         | \$930                         |
| 44 to 51                                                               | \$1,013                       | \$1,035                       | \$1,069                       | \$1,035                       |
| 52 or more Signs                                                       | \$17 for each additional sign | \$17 for each additional sign | \$18 for each additional sign | \$18 for each additional sign |
| Application Filed for 311 Temporary Signs Additional Fee (4 to 7 days) | \$53                          | \$54                          | \$56                          | \$58                          |
| Self-Posting Fee                                                       | \$10 per sign                 | \$10 per sign                 | \$10 per sign                 | \$11 per sign                 |
| Design Change Fee                                                      | \$53                          | \$54                          | \$56                          | \$58                          |

### **SEC. 317. SIGNS AND PARKING SPACE REMOVAL/RELOCATION FEE.**

A fee to reimburse the SFMTA for costs incurred for the removal or relocation of SFMTA signs and poles due to projects related to tree planting, sidewalk widening or reconstruction, new commercial or residential developments, or other projects which require the removal or relocation of SFMTA signs or poles. The fee shall be as follows:

| Description                                                              | FY 2020<br>Effective July 1, 2020 | FY 2021<br>Effective July 1, 2021 | <u><b>FY 2023<br/>Effective July 1, 2022</b></u> | <u><b>FY 2024<br/>Effective July 1, 2023</b></u> |
|--------------------------------------------------------------------------|-----------------------------------|-----------------------------------|--------------------------------------------------|--------------------------------------------------|
| (Establish) Parking Space for temporary relocation of colored curb zones | \$730                             | \$740                             | \$764                                            | \$789                                            |
| (Establish) Parking space for permanent relocation of colored curb zones | \$730                             | \$740                             | \$764                                            | \$789                                            |

### **SEC. 318. INTELLECTUAL PROPERTY LICENSE FEE (FILM PERMITS).**

A license fee shall be charged in conjunction with every Use Agreement issued by the Film Commission for filming that may include visual images of SFMTA trademarks, service marks, or other intellectual property.

The license fees shall be as follows:

| Description                                                                                                                        | FY 2020<br>Effective July 1, 2020            | FY 2021<br>Effective July 1, 2021            | <u><b>FY 2023<br/>Effective July 1, 2022</b></u> | <u><b>FY 2024<br/>Effective July 1, 2023</b></u> |
|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|----------------------------------------------|--------------------------------------------------|--------------------------------------------------|
| Television Series/Movie/Pilot/ Documentary based on the project's budget (in excess of \$500,000) submitted to the Film Commission | \$1,467 per permit issued by Film Commission | \$1,499 per permit issued by Film Commission | \$1,550 per permit issued by Film Commission     | \$1,600 per permit issued by Film Commission     |
| Television Series/Movie/Pilot/ Documentary based on the project's                                                                  | \$734 per permit                             | \$750 per permit                             | \$775 per permit                                 | \$800 per permit                                 |

| <u>budget (between \$100,000 and \$500,000) submitted to the Film Commission</u>                                                                                                                                                                                                       | <u>issued by Film Commission</u>           | <u>issued by Film Commission</u>           | <u>issued by Film Commission</u>           | <u>issued by Film Commission</u>           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------|--------------------------------------------|--------------------------------------------|
| Television Series/Movie/Pilot/ Documentary based on the project's budget (less than \$100,000) submitted to the Film Commission                                                                                                                                                        | \$367 per permit issued by Film Commission | \$375 per permit issued by Film Commission | \$387 per permit issued by Film Commission | \$400 per permit issued by Film Commission |
| Commercials                                                                                                                                                                                                                                                                            | \$734 per permit issued by Film Commission | \$750 per permit issued by Film Commission | \$775 per permit issued by Film Commission | \$800 per permit issued by Film Commission |
| Still Photography Corporate/ Music Video/Industrial/Web Content/Short (40 minutes or less)                                                                                                                                                                                             | \$367 per permit issued by Film Commission | \$375 per permit issued by Film Commission | \$387 per permit issued by Film Commission | \$400 per permit issued by Film Commission |
| Travel shows promoting San Francisco, as determined by the Film Commission.                                                                                                                                                                                                            | \$105 per permit issued by Film Commission | \$107 per permit issued by Film Commission | \$111 per permit issued by Film Commission | \$115 per permit issued by Film Commission |
| By qualified students when (i) the Film Commission permit is accompanied by a letter from a college or university professor confirming that the film is a student project, and (ii) insurance coverage from the college or university is provided as determined by the Film Commission | Waived                                     | Waived                                     | Waived                                     | Waived                                     |
| By qualified college or university students other than as described above as determined by the Film Commission                                                                                                                                                                         | \$61 per permit issued by Film Commission  | \$62 per permit issued by Film Commission  | \$64 per permit issued by Film Commission  | \$66 per permit issued by Film Commission  |
| By qualified Non-Profit or                                                                                                                                                                                                                                                             | \$0                                        | \$0                                        | \$0                                        | \$0                                        |

|                                                          |  |  |  |  |
|----------------------------------------------------------|--|--|--|--|
| Government Agency as determined by the Film Commission*1 |  |  |  |  |
|----------------------------------------------------------|--|--|--|--|

The Director of Transportation or his or her designee shall have the discretion to waive or reduce this license fee for student filming, filming by government agencies, or filming by non-profit agencies if requested by the Film Commission.

**SEC. 319. CLIPPER® CARD AND LIFELINE ID CARD REPLACEMENT FEE.**

| Description                                        | FY 2020<br>Effective<br>July 1, 2020 | FY 2021<br>Effective<br>July 1, 2021 | FY 2023<br><u>Effective</u><br><u>July 1, 2022</u> | FY 2024<br><u>Effective</u><br><u>July 1, 2023</u> |
|----------------------------------------------------|--------------------------------------|--------------------------------------|----------------------------------------------------|----------------------------------------------------|
| Clipper® Card and Lifeline ID Card Replacement Fee | \$5                                  | \$5                                  | \$5                                                | \$5                                                |

**SEC. 320. TAXI PERMIT FEES.**

The following is the schedule for taxi-related permit and permit renewal fees:

| Permit Type                                  | FY 2019<br>Effective July<br>1, 2020 | FY 2020<br>Effective July<br>1, 2021 | FY 2023<br><u>Effective July</u><br><u>1, 2022</u> | FY 2024<br><u>Effective July</u><br><u>1, 2023</u> |
|----------------------------------------------|--------------------------------------|--------------------------------------|----------------------------------------------------|----------------------------------------------------|
| Driver Permit Application                    | N/A                                  | N/A                                  | N/A                                                | N/A                                                |
| Monthly Ramp Taxi Medallion Use Fee          | N/A                                  | N/A                                  | N/A                                                | N/A                                                |
| Monthly Taxi Medallion Use Fee (8000 series) | \$0                                  | \$0                                  | \$0                                                | \$0                                                |
| Dispatch Application                         | \$0                                  | \$0                                  | \$0                                                | \$0                                                |
| Color Scheme Change                          | \$0                                  | \$0                                  | \$0                                                | \$0                                                |
| Lost Medallion                               | \$0                                  | \$0                                  | \$0                                                | \$0                                                |
| New Color Scheme - 1 to 5 Medallions         | \$0                                  | \$0                                  | \$0                                                | \$0                                                |
| New Color Scheme - 6 to 15 Medallions        | \$0                                  | \$0                                  | \$0                                                | \$0                                                |
| New Color Scheme - 16 to 49 Medallions       | \$0                                  | \$0                                  | \$0                                                | \$0                                                |
| New Color Scheme -                           | \$0                                  | \$0                                  | \$0                                                | \$0                                                |

|                                                                                       |     |     |            |            |
|---------------------------------------------------------------------------------------|-----|-----|------------|------------|
| 50 or more Medallions                                                                 |     |     |            |            |
| <b>Renewal Application:</b>                                                           |     |     |            |            |
| Driver Renewal**                                                                      | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Medallion Holder<br>Renewal for Pre-K<br>Medallions and Pre-K<br>Corporate Medallions | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Medallion Holder<br>Renewal for Post-K<br>Medallions                                  | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 1 to 5 Medallions                                           | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 6 to 15 Medallions                                          | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 16 to 49 Medallions                                         | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 50 to 149 Medallions                                        | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 150 or More<br>Medallions                                   | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Driver Renewal**                                                                      | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Medallion Holder<br>Renewal for Pre-K<br>Medallions and Pre-K<br>Corporate Medallions | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Medallion Holder<br>Renewal for Post-K<br>Medallions                                  | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 1 to 5 Medallions                                           | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 6 to 15 Medallions                                          | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 16 to 49 Medallions                                         | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 50 to 149 Medallions                                        | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Color Scheme Renewal<br>- 150 or More<br>Medallions                                   | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |
| Dispatch Renewal                                                                      | \$0 | \$0 | <u>\$0</u> | <u>\$0</u> |

\*\* All taxi driver permit renewal fees are waived between March 16, 2020 and June 30, 2020.

## **SEC. 322. NON-STANDARD VEHICLE PERMIT FEES.**

The following is the schedule for Non-Standard Vehicle permit fees.

| <b>Description</b>                 | <b>FY 2020<br/>Effective July 1,<br/>2020</b> | <b>FY 2021<br/>Effective July 1,<br/>2021</b> | <b>FY 2023<br/><u>Effective July<br/>1, 2022</u></b> | <b>FY 2024<br/><u>Effective July<br/>1, 2023</u></b> |
|------------------------------------|-----------------------------------------------|-----------------------------------------------|------------------------------------------------------|------------------------------------------------------|
| <b>Permit<br/>Application Fee*</b> | \$5,255                                       | \$5,370                                       | \$5,547                                              | \$5,730                                              |
| <b>Annual Fee</b>                  |                                               |                                               |                                                      |                                                      |
| 1 to 5 Vehicles                    | \$10,510                                      | \$10,740                                      | \$11,094                                             | \$11,460                                             |
| 6 to 25 Vehicles                   | \$26,275                                      | \$26,850                                      | \$27,736                                             | \$28,651                                             |
| 26 to 50 Vehicles                  | \$52,550                                      | \$53,700                                      | \$55,472                                             | \$57,303                                             |
| 50 to 100<br>Vehicles              | \$94,590                                      | \$96,660                                      | \$99,850                                             | \$103,145                                            |
| 100 to 150<br>Vehicles             | \$194,435                                     | \$198,690                                     | \$205,247                                            | \$212,020                                            |
| 151 to 250<br>Vehicles             | \$252,240                                     | \$257,760                                     | \$266,266                                            | \$275,053                                            |

\* Permit Application Fee is a non-refundable fee that is applied towards the Vehicle Permit Fee amount when approved.

## **SEC. 324. PLANNING/DEVELOPMENT TRANSPORTATION ANALYSIS REVIEW FEE.**

This fee reimburses the SFMTA for staff costs related to the review of environmental review documents and supporting analysis for development projects and area plans. This includes SFMTA staff review of and comment on Transportation Studies, environmental mitigations, transportation-related sections within programmatic or project-level environmental documents, as well as SFMTA staff participation in interdepartmental meetings on these subjects. There are two tiers of fee: Transportation Review Fee for projects that are multi-phased and require large infrastructure investment, or that are of statewide, regional, or area wide significance as defined in CEQA, or that require analysis of several transportation topics within a geographic area that extends beyond the project block; and Site Circulation Review Fee for

projects that require limited, localized analysis of a few transportation topics circulation memos that focus analysis on a few specific transportation topics, such as loading.

| <b>Description</b>                   | <b>FY 2020<br/>Effective July<br/>1, 2020</b> | <b>FY 2021<br/>Effective July<br/>1, 2021</b> | <b>FY 2023<br/><u>Effective July<br/>1, 2022</u></b> | <b>FY 2024<br/><u>Effective July<br/>1, 2023</u></b> |
|--------------------------------------|-----------------------------------------------|-----------------------------------------------|------------------------------------------------------|------------------------------------------------------|
| Fee per Case-Transportation Review   | \$31,500                                      | \$32,760                                      | \$33,841                                             | \$34,958                                             |
| Fee per Case-Site Circulation Review | \$5,500                                       | \$5,720                                       | \$5,909                                              | \$6,104                                              |

#### **SEC. 325. DEVELOPMENT PROJECT REVIEW FEE.**

This fee reimburses the SFMTA for staff costs related to review of documents associated with development projects' proposed land use and transportation program, exclusive of environmental review documents. This includes SFMTA staff review of and comment on Preliminary Project Assessments (PPAs), site designs, project interface with streets, and participation in interagency meetings on these topics.

| <b>Description</b> | <b>FY 2021<br/>Effective July<br/>1, 2020</b> | <b>FY 2022<br/>Effective July 1,<br/>2021</b> | <b>FY 2023<br/><u>Effective July 1,<br/>2022</u></b> | <b>FY 2024<br/><u>Effective July 1,<br/>2023</u></b> |
|--------------------|-----------------------------------------------|-----------------------------------------------|------------------------------------------------------|------------------------------------------------------|
| Fee per Case       | \$1,225                                       | \$1,300                                       | \$1,343                                              | \$1,387                                              |

#### **SEC. 402. CITYWIDE VARIABLE PARKING METER RATES.**

The rates for parking meters located anywhere within the boundaries of the City and County of San Francisco as described in Appendix A, not under the jurisdiction of the Port of San Francisco, the Recreation and Park Department, the Golden Gate National Recreation Area, the Presidio of San Francisco, or the Treasure Island Development Authority, shall be between \$0.50 an hour and \$911 an hour effective July 1, ~~2020~~2022, and \$1012 an hour effective July 1, ~~2021~~2023. Within that range, the rates may be adjusted periodically based on vehicle occupancy on any block or set of blocks during the hours of parking meter operation according to the

following criteria: (a) if occupancy is 80% or above, rates will be increased by \$0.25 per hour; (b) if occupancy is 60% or above but below 80%, rates will not be changed; (c) if occupancy is below 60%, rates will be lowered by \$0.25 per hour. Rates shall be adjusted for any particular block or set of blocks not more than once every 28 days.

#### **SEC. 901. DEFINITIONS.**

As used in this Article 900, the following words and phrases shall have the following meanings:

\* \* \* \*

**Electric Vehicle.** A motor vehicle that uses a plug-in battery to provide all of the motive power of the vehicle.

\* \* \* \*

**Residential Parking Permit Area.** A Residential Area designated pursuant to Section 905 wherein Resident Motor Vehicles ~~displaying~~possessing a valid Residential Parking Permit shall be exempt from specified Parking time-restrictions.

\* \* \* \*

#### **SEC. 902. GENERAL PERMIT CONDITIONS.**

The following general provisions apply to all permits issued under this Article 900.

(a) Application and Renewal. Permit applications must be submitted on a form supplied by the SFMTA. All required application and any other fees must be paid and all permit requirements satisfied before a permit may be issued. The SFMTA may require any information of the applicant which it deems necessary to carry out the purposes of this Article. Permits may be renewed annually in compliance with any renewal procedures established by the SFMTA.

(b) Display of Permit. Should a physical permit be issued to a vehicle, ~~P~~permittees must maintain the permit at the site of the permitted activity and available for inspection in accordance with any requirements for permit display as may be established by the SFMTA, and shall make all permits available for inspection upon request by an employee of the Police

Department or SFMTA.

(c) Prior Payments Required. No permit shall be issued or renewed until the applicant has paid all permit fees that are due to the SFMTA. No permit shall be issued to any applicant who is responsible for payment of one or more delinquent citations for violation of any provision of this Code or the Vehicle Code until all fines and fees associated with the citation are paid in full.

(d) Permit Fees. Fees for permits issued pursuant to this Code are as follows:

**Table 902(d)**  
**Permit Fee Schedule**

|                                                                                                        | <u>FY 2021<br/>Effective<br/>July 1,<br/>2020</u> | <u>FY 2022<br/>Effective<br/>July 1,<br/>2021</u> | <u>FY<br/>2023<br/>Effectiv<br/>e July 1,<br/>2022</u> | <u>FY 2024<br/>Effectiv<br/>e July 1,<br/>2023</u> |
|--------------------------------------------------------------------------------------------------------|---------------------------------------------------|---------------------------------------------------|--------------------------------------------------------|----------------------------------------------------|
| <b>Special Traffic Permit (§ 903)</b>                                                                  |                                                   |                                                   |                                                        |                                                    |
| Base Permit Fee:                                                                                       | \$333                                             | \$350                                             | \$362                                                  | \$374                                              |
| Daily Fee:                                                                                             | \$68                                              | \$71                                              | \$73                                                   | \$75                                               |
| Late Fee:                                                                                              | \$374                                             | \$393                                             | \$406                                                  | \$419                                              |
| <b>Temporary Exclusive Use of Parking Meters (§ 904)</b>                                               |                                                   |                                                   |                                                        |                                                    |
| Base Permit Fee: per 25 linear feet of construction frontage per day, including weekends and holidays: | \$16                                              | \$16.50                                           | \$17                                                   | \$18                                               |
| <b>Residential Area Parking Permit (§ 905)</b>                                                         |                                                   |                                                   |                                                        |                                                    |
| Motorcycle (Annual)                                                                                    | \$113                                             | \$119                                             | \$83                                                   | \$85                                               |
| Motorcycle (Less than 6 months)                                                                        | \$57                                              | \$60                                              | \$41                                                   | \$43                                               |
| Resident/Business/School/Fire Station/Foreign Consulate/Medical & Childcare Provider Base Permit Fee:  |                                                   |                                                   |                                                        |                                                    |
| (1 year):                                                                                              | \$152                                             | \$160                                             | \$165                                                  | \$170                                              |
| (Less than 6 months):                                                                                  | \$75                                              | \$79                                              | \$82                                                   | \$86                                               |
| Permit Transfer:                                                                                       | \$25                                              | \$26                                              | \$27                                                   | \$28                                               |
| 1-Day Flex Permit (purchased within one calendar year):                                                |                                                   |                                                   |                                                        |                                                    |
| 1-5 permits                                                                                            | \$7 each-                                         | \$7 each-                                         | \$7 each                                               | \$7 each                                           |

|                                                               | <u>permit</u>               | <u>permit</u>               | <u>permit</u>                  | <u>permit</u>               |
|---------------------------------------------------------------|-----------------------------|-----------------------------|--------------------------------|-----------------------------|
| 6-15 permits                                                  | \$9 each-<br><u>permit</u>  | \$9 each-<br><u>permit</u>  | \$9 each-<br><u>permit</u>     | \$9 each-<br><u>permit</u>  |
| 16-20 permits                                                 | \$14 each-<br><u>permit</u> | \$15 each-<br><u>permit</u> | \$15<br>each-<br><u>permit</u> | \$15 each-<br><u>permit</u> |
| Short-Term Permits                                            |                             |                             |                                |                             |
| 2 weeks:                                                      | \$54                        | \$57                        | \$59                           | \$61                        |
| 4 weeks:                                                      | \$77                        | \$81                        | \$84                           | \$87                        |
| 6 weeks:                                                      | \$99                        | \$104                       | \$107                          | \$111                       |
| 8 weeks:                                                      | \$129                       | \$135                       | \$139                          | \$144                       |
| <b>Contractor Permit (§ 906)</b>                              |                             |                             |                                |                             |
| Base Permit Fee                                               |                             |                             |                                |                             |
| Annual/Renewal:                                               | \$2,104                     | \$2,169                     | \$2,210                        | \$2,340                     |
| Less than 6 Months:                                           | \$1,064                     | \$1,097                     | \$1,105                        | \$1,170                     |
| Permit Transfer Fee:                                          | \$25                        | \$26                        | \$26                           | \$27                        |
| <b>Vanpool Permit (§ 907)</b>                                 |                             |                             |                                |                             |
| Base Permit Fee                                               |                             |                             |                                |                             |
| (per year):                                                   | \$152                       | \$160                       | \$165                          | \$170                       |
| (Less than 6 months):                                         | \$75                        | \$79                        | \$82                           | \$85                        |
| <b>Stationless Bicycle Share Program Permit (§ 909)</b>       |                             |                             |                                |                             |
| Permit Application Fee                                        | \$5,394                     | \$5,512                     | \$5,692                        | \$5,873                     |
| Annual/Renewal Fee                                            | \$38,480                    | \$39,322                    | \$40,604                       | \$41,898                    |
| <b>SFMTA Permit (§ 910)</b>                                   |                             |                             |                                |                             |
| (Based on the annualized Parking Meter Use Fee)               | \$3,380                     | \$3,640                     | \$3,900                        | \$4,160                     |
| <b>On-Street Shared Vehicle Parking Permit (§ 911)</b>        |                             |                             |                                |                             |
| Zone 1                                                        | \$130 per-<br>month         | \$130 per-<br>month         | \$70 per-<br>month             | \$72 per-<br>month          |
| Zone 2                                                        | \$75 per-<br>month          | \$75 per-<br>month          | \$30 per-<br>month             | \$31 per-<br>month          |
| Zone 3                                                        | \$20 per-<br>month          | \$20 per-<br>month          | \$10 per-<br>month             | \$10 per-<br>month          |
| <b>On-Street Shared Electric Moped Parking Permit (§ 915)</b> |                             |                             |                                |                             |
| (1 Year)                                                      | \$100                       | \$100                       | \$103                          | \$107                       |
| (Less than 6 months):                                         | \$50                        | \$50                        | \$52                           | \$53                        |

|                                                                                                                                                          |          |          |          |          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|----------|----------|
| <b>Vehicle Press Permit</b> ( <u>§ 912</u> )                                                                                                             |          |          |          |          |
| Base Permit Fee: The permit fee shall only be increased pursuant to the Automatic Indexing Implementation Plan approved by the SFMTA Board of Directors. | \$70     | \$72     | \$74     | \$77     |
| <b>Designated Shuttle Stop Use Permit</b> ( <u>§ 914</u> )                                                                                               | \$8.10   | \$8.30   | \$8.60   | \$8.80   |
| <b>Farmer's Market Parking Permit</b> ( <u>§ 801(c)(17)</u> )                                                                                            |          |          |          |          |
| Base Permit Fee (quarterly):                                                                                                                             | \$235    | \$247    | \$255    | \$263    |
| <b>Temporary Street Closures Permits</b><br>(Division I, Article 6)                                                                                      |          |          |          |          |
| <b>Neighborhood Block Party</b>                                                                                                                          |          |          |          |          |
| More than 120 days in advance:                                                                                                                           | \$50     | \$50     | \$50     | \$52     |
| 90-120 days in advance:                                                                                                                                  | \$75     | \$75     | \$50     | \$52     |
| 60-89 days in advance:                                                                                                                                   | \$100    | \$100    | \$100    | \$110    |
| 30-59 days in advance:                                                                                                                                   | \$150    | \$150    | \$200    | \$225    |
| Fewer than 30 days in advance:                                                                                                                           | \$300    | \$300    | \$325    | \$350    |
| Fewer than 7 days in advance:                                                                                                                            |          |          | \$500    | \$600    |
| <b>Community Events</b>                                                                                                                                  |          |          |          |          |
| More than 120 days in advance                                                                                                                            | \$100    | \$100    | \$150    | \$150    |
| 90-120 days in advance                                                                                                                                   | \$150    | \$150    | \$150    | \$150    |
| 60-89 days in advance                                                                                                                                    | \$200    | \$200    | \$225    | \$250    |
| 30-59 days in advance                                                                                                                                    | \$250    | \$250    | \$275    | \$300    |
| 7-29 days in advance                                                                                                                                     | \$300    | \$500    | \$550    | \$550    |
| Fewer than 7 days in advance                                                                                                                             | \$500    | \$750    | \$1,000  | \$1,000  |
| <b>Special Events</b>                                                                                                                                    |          |          |          |          |
| More than 120 days in advance:                                                                                                                           | \$1,100  | \$1,100  | \$1,150  | \$1,200  |
| 90-120 days in advance:                                                                                                                                  | \$1,250  | \$1,325  | \$1,400  | \$1,500  |
| 60-89 days in advance:                                                                                                                                   | \$1,500  | \$1,600  | \$1,700  | \$1,800  |
| 30-59 days in advance:                                                                                                                                   | \$1,750  | \$2,000  | \$2,100  | \$2,200  |
| Fewer than 30 days in advance:                                                                                                                           | \$2,000  | \$2,200  | \$2,500  | \$2,600  |
| Fewer than 7 days in advance:                                                                                                                            | \$2,500  | \$2,750  | \$3,000  | \$3,100  |
| <b>Bus Substitution Fee</b> (Division I, Article 6.2(f))                                                                                                 | \$38     | \$39     | \$41     | \$42     |
| <b>Powered Scooter Share Program Permit</b><br>( <u>§916</u> )                                                                                           |          |          |          |          |
| Powered Scooter Share Program<br>Annual/Renewal Permit                                                                                                   | \$38,480 | \$39,322 | \$41,681 | \$44,041 |
| Powered Scooter Share Program Permit                                                                                                                     | \$5,394  | \$5,512  | \$5,843  | \$6,173  |

|                                      |       |       |       |       |
|--------------------------------------|-------|-------|-------|-------|
| Application Fee                      | \$100 | \$100 | \$100 | \$100 |
| Bike Rack Fee (per permitted device) |       |       |       |       |

## **SEC. 905. RESIDENTIAL PARKING PERMIT.**

(a) General Permit Requirements.

(1) The Director of Transportation shall issue a Residential Parking Permit for use by a specified vehicle upon receipt of a written application from a qualifying property resident. No more than one Parking permit shall be issued to each vehicle for which application is made.

(2) The Parking privileges of a Residential Parking Permit do not extend to any non-Electric ~~v~~Vehicle with a gross vehicle weight rating (GVWR) in excess of 6,000 pounds, any Electric Vehicle with a GVWR in excess of 8,000 pounds, or any trailer, trailer coach, utility trailer, or any other type of vehicle as defined in the California Vehicle Code, whether separate from or attached to a motor vehicle ~~displaying~~possessing a Residential Parking Permit.

(3) A Residential Parking Permit does not guarantee or reserve to the Permittee an on-street parking space within a Residential Parking Permit Area.

(4) A Residential Parking Permit may be issued to residents of a Residential Parking Permit Area for motor vehicles registered out-of-state, provided that the applicant documents the resident's active military duty status.

(5) ~~Each Residential Parking Permit shall be valid until the date indicated on the permit.~~

(6) ~~Each Residential Parking Permit shall visibly indicate the particular Residential Parking Permit Area and the license number of the vehicle for which it was issued.~~

(b) Permit Privileges.

(1) Any vehicle that ~~display~~spossesses a valid Residential Parking Permit shall be permitted to Park in the Residential Parking Permit Area for which the permit has been issued notwithstanding posted time restrictions, but is not exempt from Parking restrictions established pursuant to any authority other than this Section 905 except as set forth in subsection (b)(2).

(2) Any vehicle that ~~displays~~possesses a valid Residential Parking Permit shall be exempt from payment at on-street Parking Meters, as required by Division I, Section 7.2.23 (Payment of Parking Meter), located in a Residential Parking Permit Area where designated by the SFMTA with posted signs.

\* \* \* \*

(f) Designating, Rescinding, or Modifying Residential Parking Permit Areas. The SFMTA Board of Directors may, after a public hearing, designate, rescind, or modify a Residential Parking Permit Area in which vehicles ~~displaying~~possessing a valid Residential Parking Permit are exempt from specified Parking restrictions, including time restrictions, for Parking and the days and times of enforcement.

(1) The SFMTA, on its own initiative, may recommend that the SFMTA Board of Directors approve the designation, rescission, or modification of a Residential Parking Permit Area.

(2) Upon receipt of a petition on a form prescribed by the SFMTA by residents of at least 250 residential units, or residents living in 50% of the residential units, in the Residential Area proposed to be designated, established, or rescinded, the SFMTA shall direct surveys or studies as necessary to determine whether the Residential Area should be designated, rescinded, or modified.

\* \* \* \*

Section 2. Effective Date. This ordinance shall become effective 31 days after enactment. Enactment occurs when the San Francisco Municipal Transportation Agency Board of Directors approves this ordinance.

Section 3. Scope of Ordinance. In enacting this ordinance, the San Francisco Municipal Transportation Agency Board of Directors intends to amend only those words, phrases, paragraphs, subsections, sections, articles, numbers, letters, punctuation marks, charts, diagrams, or any other constituent parts of the Transportation Code that are explicitly shown in this

ordinance as additions or deletions in accordance with the "Note" that appears under the official title of the ordinance.

APPROVED AS TO FORM:  
DAVID CHIU, City Attorney

By: *Isidro Jimenez*  
SUSAN CLEVELAND-KNOWLES  
Deputy City Attorney

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I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of April 19, 2022.

*clila*  
Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency

**THIS PRINT COVERS CALENDAR ITEM NO.: 11b**

**SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY**

**DIVISION:** Transit

**BRIEF DESCRIPTION:**

Approving the SFMTA's Title VI Service Equity Analysis of the Central Subway Project (Phase 2 of the T Third Street Line Light Rail Transit Project), required by the Federal Transit Administration for New Starts Projects, which found the Central Subway Project had no disparate impact on communities of color or disproportionate burden on low-income communities under Title VI of the Civil Rights Act of 1964.

**SUMMARY:**

- The Central Subway Project (Project) includes a 1.7-mile extension of the T Third Street Line and will run from the 4th Street Caltrain Station along a Fourth/Stockton alignment to Chinatown, providing a direct transit link between Visitacion Valley, Bayview, and Mission Bay to South of Market, Union Square, Downtown and Chinatown.
- The largest source of funding for the Project is provided by the Federal Transit Administration's (FTA's) New Starts program.
- FTA Circular 4702.1B requires that a Title VI service and fare equity analysis be conducted for New Starts projects six months prior to the beginning of revenue operations, whether or not the proposed changes meet the transit provider's criteria for a "major service change," as defined below.
- FTA Circular 4702.1B requires that proposed changes to lines running parallel or connecting to the New Starts Project also be examined. Service changes to lines parallel or connecting to the T Third Street Line that would have the same implementation date as the Project are continuing to be refined and will be examined upon finalization.
- As the Project does not include a fare change, no fare equity analysis is required.
- A previous Title VI service equity analysis of the Project was approved as part of SFMTA Board Resolution No. 180320-047 on March 20, 2018. An updated Title VI analysis was conducted in April 2022 in anticipation of the Project's planned start of revenue service in Fall 2022 and uses 2016-2020 American Community Survey 5-Year Estimates data, the most recently available U.S. Census data.

**ENCLOSURES:**

1. SFMTA Board Resolution
2. Title VI Service Equity Analysis of the Central Subway Project
3. <https://www.sfmta.com/reports/central-subway-final-seisseir>
4. <https://archives.sfmta.com/cms/cmta/documents/2008%20Resolutions/08-19-08-08-150.pdf>

**APPROVALS:**

|                                                                                               | <b>DATE</b>   |
|-----------------------------------------------------------------------------------------------|---------------|
| DIRECTOR   | June 16, 2022 |
| SECRETARY  | June 16, 2022 |

**ASSIGNED SFMTAB CALENDAR DATE:** June 21, 2022

**PURPOSE**

Approving the SFMTA's Title VI Service Equity Analysis of the Central Subway Project (Phase 2 of the T Third Street Line Light Rail Transit Project), required by the Federal Transit Administration for New Starts Projects, which found the Central Subway Project had no disparate impact on communities of color or disproportionate burden on low-income communities under Title VI of the Civil Rights Act of 1964.

**STRATEGIC PLAN GOALS AND TRANSIT FIRST POLICY PRINCIPLES**

This action supports the following SFMTA Strategic Plan Goals:

- Goal 1: Identify and reduce disproportionate outcomes and resolve past harm towards marginalized communities.
- Goal 5: Deliver reliable and equitable transportation services.
- Goal 6: Eliminate pollution and greenhouse gas emissions by increasing use of transit, walking and bicycling.
- Goal 7: Build stronger relationships with stakeholders.

This item addresses the following San Francisco Transit-First Policy Principles:

1. To ensure quality of life and economic health in San Francisco, the primary objective of the transportation system must be the safe and efficient movement of people and goods.
2. Public transit, including taxis and vanpools, is an economically and environmentally sound alternative to transportation by individual automobiles. Within San Francisco, travel by public transit, by bicycle and on foot must be an attractive alternative to travel by private automobile.
9. The ability of the City and County to reduce traffic congestion depends on the adequacy of regional public transportation. The City and County shall promote the use of regional mass transit and the continued development of an integrated, reliable, regional public transportation system.

**DESCRIPTION**

The Central Subway Project (Project) is Phase 2 of the SFMTA's T Third Street Line Light Rail Transit Project. The Project includes a 1.7-mile extension of the T Third Street Line along a Fourth/Stockton alignment and will run from the 4th Street Caltrain Station to Chinatown, providing a direct transit link between Visitacion Valley, Bayview, and Mission Bay to South of Market, Union Square, Downtown and Chinatown. Four new stations are being constructed as part of the Project. These include an at-grade station at 4th and Brannan streets and three underground stations: Yerba Buena/Moscone Center (YBM) Station, Union Square/Market Street (UMS) Station, and Chinatown/Rose Pak (CTS) Station.

Currently, the T Third Line is interlined with the K Ingleside Line as the KT Ingleside/Third Line. In the southbound direction, the T Third Line travels from West Portal to the Embarcadero, Mission Bay, Dogpatch, Third Street, and the Bayview District before terminating at Bayshore/Sunnydale in Visitacion Valley. In the northbound direction, the T Third travels from Bayshore/Sunnydale and

terminates at the Embarcadero. There it becomes the K Ingleside Line, continues in the Market Street subway to West Portal, and terminates at Balboa Park Station.

When the Project opens for revenue service – currently planned for Fall 2022 – the T Third Line will no longer be interlined with the K Ingleside Line. Instead, the T Third Line will commence at its northern terminal, a subway station in Chinatown at Stockton/Washington, and then run underground below Stockton Street, continue underground below 4th Street before emerging at street level at 4th/Bryant, and continue at street level through the 4th/King intersection. At the southern leg of the 4th/King intersection, the T Third alignment will connect to its existing alignment, which traverses to the existing southern terminal at Bayshore/Sunnydale.

FTA Circular 4702.1B (Title VI Circular) requires that proposed changes to lines running parallel or connecting to the New Starts Project also be examined. Service changes to lines parallel or connecting to the T Third Street Line that would have the same implementation date as the Project are continuing to be refined and will be examined upon finalization.

## **TITLE VI SERVICE EQUITY ANALYSIS**

As a federally funded agency, the SFMTA must comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Title VI Circular requires a transit agency's governing board to adopt a Title VI Program, and, as a part of the Program, the following policies related to fare and service changes: Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy.

The SFMTA's Major Service Change Policy defines a major service change as a change in transit service that would be in effect for more than a 12-month period, and that would consist of any of the following criteria:

- *A schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more implemented at one time or over a rolling 24-month period;*
- *A schedule change on a route with 25 or more one-way trips per day resulting in:*
  - *Adding or eliminating a route;*
  - *A change in annual revenue hours on the route of 25 percent or more;*
  - *A change in the daily span of service on the route of three hours or more; or*
  - *A change in route-miles of 25 percent or more, where the route moves more than a quarter mile.*

*Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.*
- *The implementation of a New Start, Small Start, or other new fixed guideway capital project, regardless of whether the proposed changes to existing service meet any of the criteria for a service change described above.*

Specifically for New Starts projects, the Title VI Circular requires that a Title VI service equity analysis be conducted six months prior to the beginning of revenue operations, whether or not the proposed changes to existing service rise to the level of a “major service change,” as defined by the

transit provider. In response to this Title VI Circular requirement, the SFMTA has prepared an analysis comparing the current T Third Line service to the service to be implemented with the Project in order to determine whether the Project is expected to result in a disparate impact on communities of color or a disproportionate burden on low-income populations. FTA Circular 4702.1B requires that proposed changes to lines running parallel or connecting to the New Starts Project also be examined. Service changes to lines parallel or connecting to the T Third Street Line that would have the same implementation date as the Project are continuing to be refined and will be examined upon finalization.

The Title VI Circular also calls for a fare equity analysis for any fares that will change as a result of the capital project. As the Project does not include a fare change, no fare equity analysis is required.

Under the SFMTA's Disparate Impact Policy in its Title VI Program, service changes are considered to have a disparate impact on communities of color if:

- the changes meet the Agency's major service change criteria, and
- the proportion of people of color in the population impacted by the service changes is eight or more percentage points higher for service decreases (or lower for service increases) than the respective proportion in the citywide population.

Under the SFMTA's Disproportionate Burden Policy in its Title VI Program, service changes are considered to have a disproportionate burden on individuals living in low-income households if:

- the changes meet the Agency's major service change criteria, and
- the proportion of individuals living in low-income households in the population impacted by the service changes is eight or more percentage points higher for service decreases (or lower for service increases) than the respective proportion in the citywide population.

The Title VI analysis revealed the following:

- Among the population considered to be impacted by the T Third route segment elimination (a service decrease), the proportion of people of color and the proportion of individuals living in low-income households were found to not be eight or more percentage points higher than the respective proportions among the citywide population.
- Among the population considered to be impacted by the T Third route segment addition (a service increase), the proportion of people of color and the proportion of individuals living in low-income households were found to not be eight or more percentage points lower than the respective proportions among the citywide population.

In summary, the Title VI analysis found that the Project does not result in a disparate impact or disproportionate burden. See table below.

*Summary of Findings for Service Equity Analysis*

| Service Change                                                      | Impacted Population <sup>1</sup><br>(Within 0.25 Miles of a Stop) | People of Color                |                                                     | Living in Low-Income Households |                                                |
|---------------------------------------------------------------------|-------------------------------------------------------------------|--------------------------------|-----------------------------------------------------|---------------------------------|------------------------------------------------|
|                                                                     |                                                                   | % People of Color <sup>1</sup> | Difference from Citywide Proportion People of Color | % Low-income <sup>1</sup>       | Difference from Citywide Proportion Low-Income |
| <b>Service Decrease</b><br><i>T Third Route Segment Elimination</i> | 55,949                                                            | 59%                            | -1                                                  | 25%                             | +5                                             |
| <b>Service Increase</b><br><i>T Third Route Segment Addition</i>    | 26,683                                                            | 75%                            | +15                                                 | 43%                             | +23                                            |
| Citywide Population <sup>1</sup>                                    |                                                                   | 60%                            |                                                     | 20%                             |                                                |
| <b>Disparate Impact?</b>                                            |                                                                   |                                | <b>No</b>                                           |                                 |                                                |
| <b>Disproportionate Burden?</b>                                     |                                                                   |                                |                                                     |                                 | <b>No</b>                                      |

Notes: <sup>1</sup> Data Source: U.S. Census Bureau 2016-2020 American Community Survey 5-year Estimates

## STAKEHOLDER ENGAGEMENT

Pursuant to Title VI of the Civil Rights Act of 1964 and its implementing regulations, as well as state and local laws, the SFMTA takes responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of the SFMTA's programs and activities for individuals, regardless of race, color or national origin, including level of English proficiency. Given the diversity of San Francisco and of Muni ridership, the SFMTA is particularly committed to disseminating information that is accessible to individuals who may have a limited ability to read, write or speak English.

The Project, including the T Third Line Fourth/Stockton alignment and the four new stations, has been in construction for several years. Throughout the Project, the SFMTA has employed an extensive multilingual campaign to engage stakeholders and solicit feedback. Multiple elements of the Project have been informed and influenced by community feedback as part of the environmental review phase, as well as during the design and construction phases.

Community outreach and participation occurred as part of the Project's public scoping, locally preferred alternatives development, and environmental analysis. Volume I of the Central Subway Final Supplemental Environmental Impact Statement / Supplemental Environmental Impact Report (Final Central Subway SEIS/SEIR) includes a summary of public comments received during the 2005 Project scoping process, a list of over 100 community outreach presentations and briefings that were held, and an overall summary of the stakeholder engagement. Volume II of this document contains all public comments received on the Draft Supplemental Environmental Impact Statement/Supplemental Environmental Impact Report (Draft SEIS/SEIR) prepared for the Project and the responses to those comments.

The following excerpt from Volume I of the Final Central Subway SEIS/SEIR describes the overall community engagement process:

*As noted in Section 4.2.5 and Chapter 11.0, an extensive community participation effort was undertaken to provide information to the public and solicit input during the development of the Project alternatives. This effort will continue through the Project implementation phase. Not only have over 100 presentations been made to neighborhood groups, community and business organizations, and individual stakeholders, but printed materials have been made available in Chinese and Spanish as well as English. The Central Subway telephone information line provides responses in English, Chinese, and Spanish.*

*Community meetings have been held in each of the neighborhood areas surrounding proposed stations and Project alternatives have been refined based on community input to ensure that community concerns are addressed. The breadth and depth of community outreach has ensured equal access to the process regardless of income level or ethnicity to ensure the Project is consistent with Environmental Justice objectives.*

Once the environmental review documents were completed and approved, public outreach focused on design, early construction, utility relocation, construction impacts, and important Project milestones. Communications channels have included: multilingual public information materials, such as fliers, postcards, signage, brochures and newsletters; blast emails; a dedicated bilingual public information officer assigned to the Project; virtual and in-person community meetings with merchants and residents with simultaneous interpretation; engagement with community-based organizations; and, as needed bilingual street ambassadors deployed along the Project alignment to help disseminate critical Project information. The SFMTA also utilized multilingual media, both print and broadcast, to keep the community and other stakeholders informed of important Project milestones and construction impacts.

In addition, one of the key elements of the ongoing community engagement effort throughout the implementation of the Project has been the consistent meetings with the Central Subway Community Advisory Group (CAG). The SFMTA established a CAG for the Project early in the planning process to gather input on the identification and selection of design options for the Third Street Light Rail Project and to help select the options to carry forward for environmental review. The CAG consists of representatives from neighborhoods along the entire Third Street Light Rail Project alignment: Visitation Valley, Bayview/Hunters Point, Mission Bay/Potrero Hill, South of Market, Downtown, Union Square and Chinatown. The diverse membership brings to the table citywide, neighborhood, environmental, transportation, commuter, historical and planning interests. As the Project has progressed, the CAG has continued to provide opportunities to engage with the local community, and to receive input and feedback at key milestones.

## **ALTERNATIVES CONSIDERED**

Alternatives for the alignment of the Central Subway Project, Phase 2 of the SFMTA's T Third Street Line Light Rail Transit Project, were analyzed as part of the development of the Central Subway SEIS/SEIR described in the Environmental Review section below.

## **FUNDING IMPACT**

The Title VI Service Equity Analysis of the Project has no funding impact.

## **ENVIRONMENTAL REVIEW**

The Central Subway SEIS/SEIR evaluated the environmental impacts of the Project. On August 7, 2008, the San Francisco Planning Commission certified the Final SEIR (Case No. 1996.281E). On August 19, 2008, the SFMTA Board of Directors approved Resolution 08-150, adopting Central Subway Project Alternative 3B as the Locally Preferred Alternative, the CEQA Findings, Statement of Overriding Considerations, and the Mitigation Monitoring and Reporting Plan.

In November 2008, the Federal Transit Administration issued a Record of Decision for the Central Subway Project, determining that the requirements of the National Environmental Policy Act had been met through the Final EIS document and process.

Approval of the Title VI Service Equity Analysis for the Project would not cause new significant impacts not identified in the Central Subway SEIS/SEIR or result in a substantial increase in the severity of previously identified significant impacts, and no new mitigation measures would be necessary to reduce significant impacts.

The Central Subway SEIS/SEIR is on file with the SFMTA Board of Directors, may be found in the records at <https://www.sfmta.com/reports/central-subway-final-seisseir> or at the Planning Department at 49 South Van Ness Avenue, Suite 1400, in San Francisco, and is incorporated herein by reference.

## **OTHER APPROVALS**

The City Attorney's Office has reviewed this calendar item.

## **RECOMMENDATION**

That the SFMTA Board approve the SFMTA's Title VI Service Equity Analysis of the Central Subway Project (Phase 2 of the T Third Street Line Light Rail Transit Project), required by the Federal Transit Administration for New Starts Projects, which found the Central Subway Project had no disparate impact on communities of color or disproportionate burden on low-income communities under Title VI of the Civil Rights Act of 1964.

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS

RESOLUTION No. \_\_\_\_\_

WHEREAS, The Central Subway Project, Phase 2 of the SFMTA's T Third Street Line Light Rail Transit Project (Project), is currently expected to begin revenue operations in Fall 2022; and,

WHEREAS, The largest source of funding for the Central Subway Project is provided by the Federal Transit Administration's (FTA's) New Starts program; and,

WHEREAS, FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," requires that a Title VI service and fare equity analysis be conducted for New Starts projects six months prior to the beginning of revenue service operations, whether or not the proposed changes to existing service rise to the level of a "major service change," as defined by the transit provider; and,

WHEREAS, FTA Circular 4702.1B requires that proposed changes to lines running parallel or connecting to the New Starts Project also be examined and service changes to lines parallel or connecting to the T Third Street Line that would have the same implementation date as the Project are continuing to be refined and will be examined upon finalization; and,

WHEREAS, the Project does not include a fare change, and therefore, a fare equity analysis is not required; and,

WHEREAS, A previous Title VI service equity analysis of the Project was approved as part of SFMTA Board Resolution No. 180320-047 on March 20, 2018; and,

WHEREAS, An updated Title VI analysis was conducted in April 2022 in anticipation of the Project's planned start of revenue service in Fall 2022 and uses 2016-2020 American Community Survey 5-Year Estimates data, the most recently available U.S. Census data; and,

WHEREAS, The SFMTA analyzed the impacts of the Project on communities of color and customers from low-income households and found that the Project does not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI of the Civil Rights Act of 1964; and,

WHEREAS, Throughout the Project, the SFMTA has employed an extensive multilingual campaign to engage stakeholders and solicit feedback, and multiple elements of the Project have been informed and influenced by community feedback as part of the environmental review phase, as well as during the design and construction phases; and,

WHEREAS, The Central Subway Final Supplemental Environmental Impact Statement / Supplemental Environmental Impact Report (Central Subway SEIS/SEIR) evaluated the environmental impacts of the Central Subway Project; and,

WHEREAS, On August 7, 2008, the San Francisco Planning Commission certified the Final SEIR (Case No. 1996.281E), and on August 19, 2008, the SFMTA Board of Directors approved Resolution 08-150, adopting Central Subway Project Alternative 3B as the Locally Preferred Alternative, the CEQA Findings, Statement of Overriding Considerations, and the Mitigation Monitoring and Reporting Plan; and,

WHEREAS, In November 2008, the Federal Transit Administration issued a Record of Decision for the Central Subway Project, determining that the requirements of the National Environmental Policy Act had been met through the Final EIS document and process; and,

WHEREAS, Approval of the Title VI Service Equity Analysis for the Project would not cause new significant impacts not identified in the Central Subway SEIS/SEIR or result in a substantial increase in the severity of previously identified significant impacts, and no new mitigation measures would be necessary to reduce significant impacts; and,

WHEREAS, The Central Subway SEIS/SEIR is on file with the SFMTA Board of Directors, may be found in the records at <https://www.sfmta.com/reports/central-subway-final-seisseir> or at the Planning Department at 49 South Van Ness Avenue, Suite 1400 in San Francisco, and is incorporated herein by reference; now, therefore, be it

RESOLVED, That the SFMTA Board has reviewed and considered the Central Subway SEIS/SEIR and record as a whole, and finds that the Central Subway SEIS/SEIR is adequate for the Board's use as the decision-making body for the Title VI-related action taken herein, and incorporates the CEQA findings by this reference as though set forth in this Resolution; and be it further

RESOLVED, That the SFMTA Board approves the SFMTA's Title VI Service Equity Analysis of the Central Subway Project (Phase 2 of the T Third Street Line Light Rail Transit Project), required by the Federal Transit Administration for New Starts Projects, which found the Central Subway Project had no disparate impact on communities of color or disproportionate burden on low-income communities under Title VI of the Civil Rights Act of 1964.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of June 21, 2022.

---

Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency

**Enclosure 2**

# **TITLE VI SERVICE EQUITY ANALYSIS**

*Central Subway Project*

April 2022

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## I. Background

### A. Title VI Overview

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." 42 U.S.C. Section 2000d.

Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" (Title VI Circular), provides guidance to transit agencies serving large urbanized areas and requires that these agencies "evaluate, prior to implementation, any and all service changes that exceed the transit provider's major service change threshold, as well as all fare changes, to determine whether those changes will have a discriminatory impact based on race, color, or national origin" (Title VI Circular, Page IV-11).

The Central Subway Project (Project) is Phase 2 of the Third Street Light Rail Project. In 2008, the Federal Transit Administration (FTA) approved a Record of Decision (ROD) to finalize the environmental process under the National Environmental Policy Act (NEPA). This was a prelude to the Project receiving federal assistance (full funding grant agreement) pursuant to the New Starts process. 49 U.S. Code § 5309. As part of the NEPA review in 2008, Alternative 3B (Fourth Stockton Alignment) was chosen as the locally preferred alternative (LPA).

For New Starts projects, the Title VI Circular requires that a Title VI service equity analysis be conducted six months prior to the beginning of revenue operations, whether or not the proposed changes to existing service rise to the level of a "major service change," as defined by the transit provider. This Title VI analysis for the Project is included herein. The Title VI Circular requires that proposed changes to lines running parallel or connecting to the New Starts Project also be examined. Service changes to lines parallel or connecting to the T Third Street Line that would have the same implementation date as the Project are continuing to be refined and will be examined upon finalization.

A fare equity analysis is also required for any fares that will change as a result of the capital project. No fares will change due to the Project; therefore, a fare equity analysis is not required.

In response to the Title VI Circular requirement, the SFMTA has prepared an analysis comparing the current T Third Line service to the service to be implemented with the Project in order to determine whether the Project will result in a disparate impact on communities of color or a disproportionate burden on low-income populations.

The SFMTA is required to submit the final service equity analysis to the SFMTA Board of Directors for its consideration, awareness and approval and will provide a copy of the Board resolution to the FTA as documentation. This analysis will be forwarded to the SFMTA Board of Directors for review and public comment on June 21, 2022, responding to the reporting requirements contained in FTA Circular 4702.1B.

## B. SFMTA and the Central Subway Project Title VI Analysis

The SFMTA, a department of the City and County of San Francisco, was established by voter proposition in 1999. One of the SFMTA's primary responsibilities is operating the San Francisco Municipal Railway, known universally as "Muni." Muni is the largest transit system in the Bay Area, and before the COVID-19 pandemic, served over 700,000 passenger boardings per day and over 220 million customers a year. The Muni fleet includes historic streetcars, renewable biodiesel and electric hybrid buses and electric trolley coaches, light rail vehicles, paratransit cabs and vans, and the world-famous cable cars. Muni provides one of the highest levels of service per capita. Prior to the pandemic, the service consisted of 63 bus routes, seven light rail lines, two historic streetcar lines, and three cable car lines. Muni also connects to other Bay Area public transit systems, such as BART, AC Transit, Golden Gate Transit and Ferries, SamTrans, and Caltrain.

This Title VI Analysis includes:

- SFMTA's Board-approved Title VI-related policies and definitions, including the Agency's Major Service Change, Disparate Impact and Disproportionate Burden Policies.
- The methodology used for this service equity analysis.
- A description of the T Third Street Fourth/Stockton alignment resulting from the Central Subway Project.
- The results of the service equity analysis.
- A description of the public outreach and engagement efforts to seek public comment on the Project.

## II. SFMTA's Title VI-related Policies, Definitions

On October 1, 2012, the FTA issued an updated Title VI Circular, which requires a transit agency's governing board to adopt the following policies related to fare and service changes:

- Major Service Change Definition – establishes a definition for a major service change, which provides the basis for determining when a service equity analysis needs to be conducted.
- Disparate Impact and Disproportionate Burden Policies – establishes thresholds to determine when proposed major service changes or fare changes would adversely affect communities of color and/or low-income populations and when alternatives need to be considered or impacts mitigated.

In response to the Title VI Circular, the SFMTA developed Major Service Change, Disparate Impact and Disproportionate Burden Policies, which were approved by the SFMTA Board of Directors on August 20, 2013, after an extensive multilingual public outreach process. Outreach included two public workshops, five presentations to the SFMTA Board and committees, and outreach to approximately 30 community-based organizations and transportation advocates with broad perspective among communities of color and low-income communities.

The following definitions and policies were used to conduct this Title VI service equity analysis: People and Communities of Color/Minority Populations, Low-income Populations, Major Service Change Policy, Disparate Impact Policy, Disproportionate Burden Policy, and Adverse Effect.

## C. People and Communities of Color / Minority Populations

The Title VI Circular includes the following race and ethnicity identities in its definition for those who are considered “minority persons” and members of “minority populations”: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander. For the purpose of this Title VI analysis, the SFMTA considers individuals to be a person of color if they self-identify as any race/ethnicity other than White, Not Hispanic or Latino. Individuals who self-identify as Multi-Racial including White, are also considered to be a person of color.

## D. Low-income Populations

The SFMTA defines low-income individuals as those whose total household income is below 200% of the federal poverty level per household size. This definition of low-income households matches SFMTA’s criteria for Lifeline Muni passes for low-income households in San Francisco. To be consistent with the use of 2020 American Community Survey data for the service equity analysis, Table 1 shows the 2020 household incomes that meet the 200% Federal poverty level threshold for different household sizes.

*Table 1: 2020 Poverty Designations by Household Size*

| Household Size                                     | Poverty Guideline | 200% of Poverty Guideline |
|----------------------------------------------------|-------------------|---------------------------|
| 1                                                  | \$12,760          | \$25,520                  |
| 2                                                  | \$17,240          | \$34,480                  |
| 3                                                  | \$21,720          | \$43,440                  |
| 4                                                  | \$26,200          | \$52,400                  |
| 5                                                  | \$30,680          | \$61,360                  |
| 6                                                  | \$35,160          | \$70,320                  |
| <i>7+ add for each additional household member</i> | <i>+\$4,480</i>   | <i>+\$8,960</i>           |

## E. Major Service Change Policy

The SFMTA has developed a policy that defines a Major Service Change as a change in transit service that would be in effect for more than a 12-month period, and that would consist of any of the following criteria:

- A *schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more implemented at one time or over a rolling 24-month period;*
- A *schedule change on a route with 25 or more one-way trips per day resulting in:*
  - Adding or eliminating a route;
  - A change in annual revenue hours on the route of 25 percent or more;
  - A change in the daily span of service on the route of three hours or more; or
  - A change in route-miles of 25 percent or more, where the route moves more than a quarter mile.

*Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.*

- *The implementation of a New Start, Small Start, or other new fixed guideway capital project, regardless of whether the proposed changes to existing service meet any of the criteria for a service change described above.*

## F. Disparate Impact Policy

The SFMTA's Disparate Impact Policy is:

*Disparate Impact Policy determines the point ("threshold") when adverse effects of fare or service changes are borne disparately by minority populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disparate impact on minority populations if the difference between the percentage of the minority population impacted by the changes and the percentage of the minority population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively.*

## G. Disproportionate Burden Policy

The SFMTA's Disproportionate Burden Policy is:

*Disproportionate Burden Policy determines the point when adverse effects of fare or service changes are borne disproportionately by low-income populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disproportionate burden on low-income populations if the difference between the percentage of the low-income population impacted by the changes and the percentage of the low-income population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively.*

## H. Adverse Effect

In addition to defining policies relating to Major Service Changes, Disparate Impact, and Disproportionate Burden, the SFMTA also must define when an adverse effect may be found. According to the Title VI Circular, "an adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant." For this analysis, an adverse effect may be deemed significant if it is in accordance with the SFMTA's Major Service Change definition and it negatively impacts communities of color and/or low-income populations.

An adverse effect may be found if any one of the following occur:

- *A system-wide change (or series of changes) in annual revenue hours of five percent or more proposed at one time or over a rolling 24-month period;*
- *A route is added or eliminated;*
- *Annual revenue hours on a route are changed by 25 percent or more;*

- *The daily span of service on the route is changed three hours or more; or*
- *Route-miles are changed 25 percent or more, where the route moves more than a quarter mile.*

And

- *The proposed changes negatively impact minority and low-income populations.*

*Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.*

It should be noted that Title VI also requires that positive changes, such as fare reductions and major service improvements, be evaluated for their effect on communities of color and low-income communities. The SFMTA separately evaluates positive impact proposals and negative impact proposals.

### III. Methodology for Service Equity Analysis

The Title VI Circular requires that a service equity analysis be conducted for service changes that meet the criteria in the transit agency's Major Service Change Policy.

Specific to New Starts Projects, the Title VI Circular requires that a service equity analysis be conducted six months prior to the beginning of revenue operations, whether or not the proposed changes to existing service as a result of the project rise to the level of a "major service change," as defined by the transit provider. This requirement, which guides the service equity analysis included herein, reads as follows on page IV-21 of the Title VI Circular:

*Transit providers that have implemented or will implement a New Start, Small Start, or other new fixed guideway capital project shall conduct a service and fare equity analysis. The service and fare equity analysis will be conducted six months prior to the beginning of revenue operations, whether or not the proposed changes to existing service rise to the level of 'major service change' as defined by the transit provider. All proposed changes to parallel or connecting service will be examined. If the entity that builds the project is different from the transit provider that will operate the project, the transit provider operating the project shall conduct the analysis. The service equity analysis shall include a comparative analysis of service levels pre-and post- the New Starts/Small Starts/new fixed guideway capital project. The analysis shall be depicted in tabular format and shall determine whether the service changes proposed (including both reductions and increases) due to the capital project will result in a disparate impact on minority populations. The transit provider shall also conduct a fare equity analysis for any and all fares that will change as a result of the capital project.*

In response to this requirement, the SFMTA has prepared an analysis comparing the current service to the service to be implemented with the Project in order to determine whether the Project is expected to result in a disparate impact on communities of color or a disproportionate burden on low-income populations. The Project's T Third Street Line Fourth/Stockton Alignment is described in Section IV below.

As mentioned above, since the SFMTA is not changing fares related to the opening of the Project, a Title VI fare equity analysis is not required.

The SFMTA typically relies on customer on-board survey data for service change analyses by using the route's ridership demographics. However, since the Project introduces a new route segment with no existing ridership data for comparison, U.S. Census data, specifically, the 2016-2020 American Community Survey 5-Year Estimates (2020 ACS) data (the most recently available Census data), are used to determine the population that is impacted by the change. The impacted population is considered to be the population that lives within the service area of the route segments experiencing a change. The service area for each route segment is defined to be the areas within a quarter mile of the stops along the impacted route segment.

Race/ethnicity and household income data from the 2020 ACS at the census block group level are used in conjunction with the quarter-mile buffer from each of the route's impacted stops. For every block group that is at least partly within the quarter-mile buffer, the percentage of the block group that is within the quarter-mile buffer is applied to the population and demographic data for the entire block group. The result is considered the number of individuals within the block group who are served by the route and thus comprise the impacted population for the major service change occurring along that route. The identified proportions for the impacted population are then compared to the corresponding proportions for the overall population of San Francisco. This comparison is used to determine if the service changes are found to result in a disparate impact on San Francisco's communities of color or a disproportionate burden on San Francisco's low-income population.

In the 2020 ACS, 60% of San Francisco residents self-identified as a person of color and 20% of residents reported that they live in a low-income household (a household living at less than 200% of the Federal poverty level).

Based on the SFMTA's Disparate Impact Policy and Disproportionate Burden Policy, the comparisons of the proportions for the impacted population to San Francisco's overall population of San Francisco are then used to determine if each category of major service changes is found to have an impact.

A disparate impact is found for:

- Service decreases - if people of color comprise a proportion of the impacted population that is eight or more percentage points higher than the proportion of the citywide population
- Service increases - if people of color comprise a proportion of the impacted population that is eight or more percentage points lower than the proportion of the citywide population

A disproportionate burden is found for:

- Service decreases - if those in a low-income household comprise a proportion of the impacted population that is eight or more percentage points higher than the proportion of the citywide population
- Service increases - if those in a low-income household comprise a proportion of the impacted population that is eight or more percentage points lower than the proportion of the citywide population

## IV. T Third Street Fourth/Stockton Alignment Resulting from Central Subway Project

As mentioned above, the Central Subway Project is Phase 2 of the Third Street Light Rail Transit Project. Phase 1 of the Project delivered a 5.4-mile light rail line, the Muni Metro T Third, from the San Mateo County border to the Caltrain station at Fourth and King Streets. This alignment opened in April 2007.

Currently, the T Third Line is interlined with the K Ingleside Line as the KT Ingleside/Third Line. In the southbound direction, the T Third Line travels from West Portal to the Embarcadero, Mission Bay, Dogpatch, Third Street, and the Bayview District before terminating at Bayshore/Sunnydale in Visitacion Valley. In the northbound direction, the T Third Street travels from Bayshore/Sunnydale and terminates at the Embarcadero. There it becomes the K Ingleside Line, continues in the Market Street subway to West Portal, and terminates at Balboa Park Station.

When the Project's T Third Line Fourth/Stockton Alignment opens for revenue service – currently planned for Fall 2022 – the T Third Street will no longer be interlined with the K Ingleside Line. Instead, the T Third Line will be realigned to commence at its northern terminal, a subway station in Chinatown at Stockton/Washington, and then run underground below Stockton Street, continue underground below 4th Street before emerging at street level at 4th/Bryant, and continue at street level through the 4th/King intersection.<sup>1</sup> At the southern leg of the 4th/King intersection, the T Third alignment will connect to its existing alignment, which traverses to the existing southern terminal at Bayshore/Sunnydale. There will also be four new stations along the new 1.7-mile route segment: a street level station at Fourth and Brannan Streets and three subway stations at Yerba Buena/Moscone, Union Square/Market Street, and Chinatown/Rose Pak.

Service changes to lines parallel or connecting to the T Third Street Line that would have the same implementation date as the Project are continuing to be refined and will be examined upon finalization.

Figure 1 shows the future Central Subway alignment with the Muni Metro system map as of early 2020, prior to the COVID-19 pandemic. Figure 2 is a more detailed map of the Central Subway Project area that shows the new T Third Line alignment and the four new stations (three subway and one surface).

---

<sup>1</sup> This is the LPA in the Final EIS/EIR (Alternative 3B) discussed above.

**Figure 1: Muni Metro Map as of Early 2020 & Future T Third Street Alignment**



Notes:

1. This map shows the early 2020 (prior to the COVID-19 pandemic) Muni Metro lines.
2. The future T Third alignment is shown in gray and labeled as “Future Central Subway Line”.

*Figure 2: Central Subway Project Map*



Note: The Central Subway Project is Phase 2 of the T Third Street Line Light Rail Transit Project.

## V. Service Equity Analysis

As described above, specifically for New Starts Projects, the Title VI Circular requires that a service equity analysis be conducted six months prior to the beginning of revenue operations, whether or not the proposed changes to existing service rise to the level of a “major service change,” as defined by the transit provider. In response to this requirement, this analysis aims to determine whether the following elements of the Project’s T Third Street Line Fourth/Stockton Alignment are expected to result in a disparate impact on communities of color or a disproportionate burden on low-income populations:

- A. Route Segment Elimination (Service Decrease)
- B. Route Segment Addition (Service Increase)

### **A. Route Segment Elimination (Service Decrease)**

The T Third Street Fourth/Stockton alignment resulting from the Project, and the service changes to parallel and connecting lines, are described above. The current segment of the T Third Line that will be eliminated by the Project is the segment from West Portal Station to the Caltrain Station at the 4<sup>th</sup>/King intersection.

This route segment elimination and the populations considered to be impacted by this change are summarized in Table 2 and are shown in the maps in Figure 3 and Figure 4. Figure 3 also shows the Census Block groups where people of color make up a larger proportion than in the city's overall population. Figure 4 also shows the Census Block groups where people living in low-income households make up a larger proportion than in the city's overall population.

People of color make up 59% of the impacted population. Since this proportion is not eight or more percentage points higher than the proportion of the citywide population of people of color (60%), the route segment elimination does not result in a disparate impact.

People living in low-income households make up 25% of the impacted population. Since this proportion is not eight or more percentage points higher than the proportion of the citywide population living in low-income households (20%), the route segment elimination does not result in a disproportionate burden.

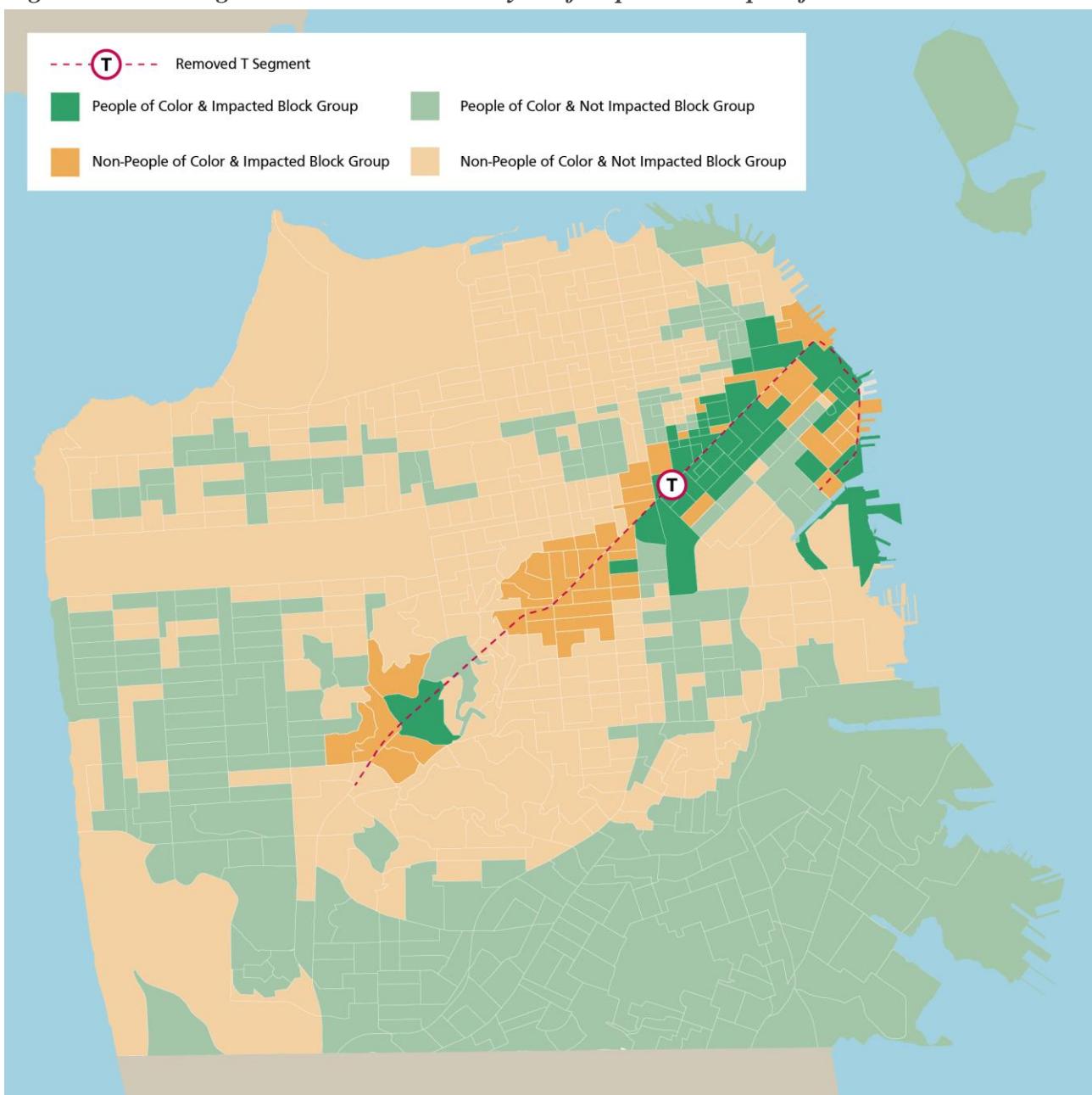
**Table 2: Route Segment Elimination Summary**

| Route                                                                                                                       | Route-Miles % Change <sup>2</sup> | Impacted Population (Within 0.25 Miles of a Stop) | % People of Color <sup>1</sup> | % Low-income <sup>1</sup> |
|-----------------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------------------------|--------------------------------|---------------------------|
| T    Third Street Removed Segment - (West Portal Station to 4th/King Station)                                               | -45%                              | 55,949                                            | 59%                            | 25%                       |
| Total Impacted Population (within 0.25 Miles) <sup>1</sup>                                                                  |                                   | 55,949                                            | 59%                            | 25%                       |
| Citywide Population <sup>1</sup>                                                                                            |                                   |                                                   | 60%                            | 20%                       |
| Difference in Percentage Points                                                                                             |                                   |                                                   | <b>-1</b>                      | <b>+5</b>                 |
| <b>Disparate Impact?</b><br>(Difference of 8 or more percentage points <u>higher</u> for service <u>decreases</u> ?)        |                                   |                                                   | <b>No</b>                      |                           |
| <b>Disproportionate Burden?</b><br>(Difference of 8 or more percentage points <u>higher</u> for service <u>decreases</u> ?) |                                   |                                                   |                                | <b>No</b>                 |

Notes: <sup>1</sup> Data Source: U.S. Census Bureau 2016-2020 ACS 5-year Estimates

<sup>2</sup> As described above, specifically for New Starts Projects, the Title VI Circular requires that a Title VI service equity analysis be conducted six months prior to the beginning of revenue operations, whether or not the proposed changes to existing service rise to the level of a “major service change,” as defined by the transit provider. The route miles percent change is therefore provided as a reference only.

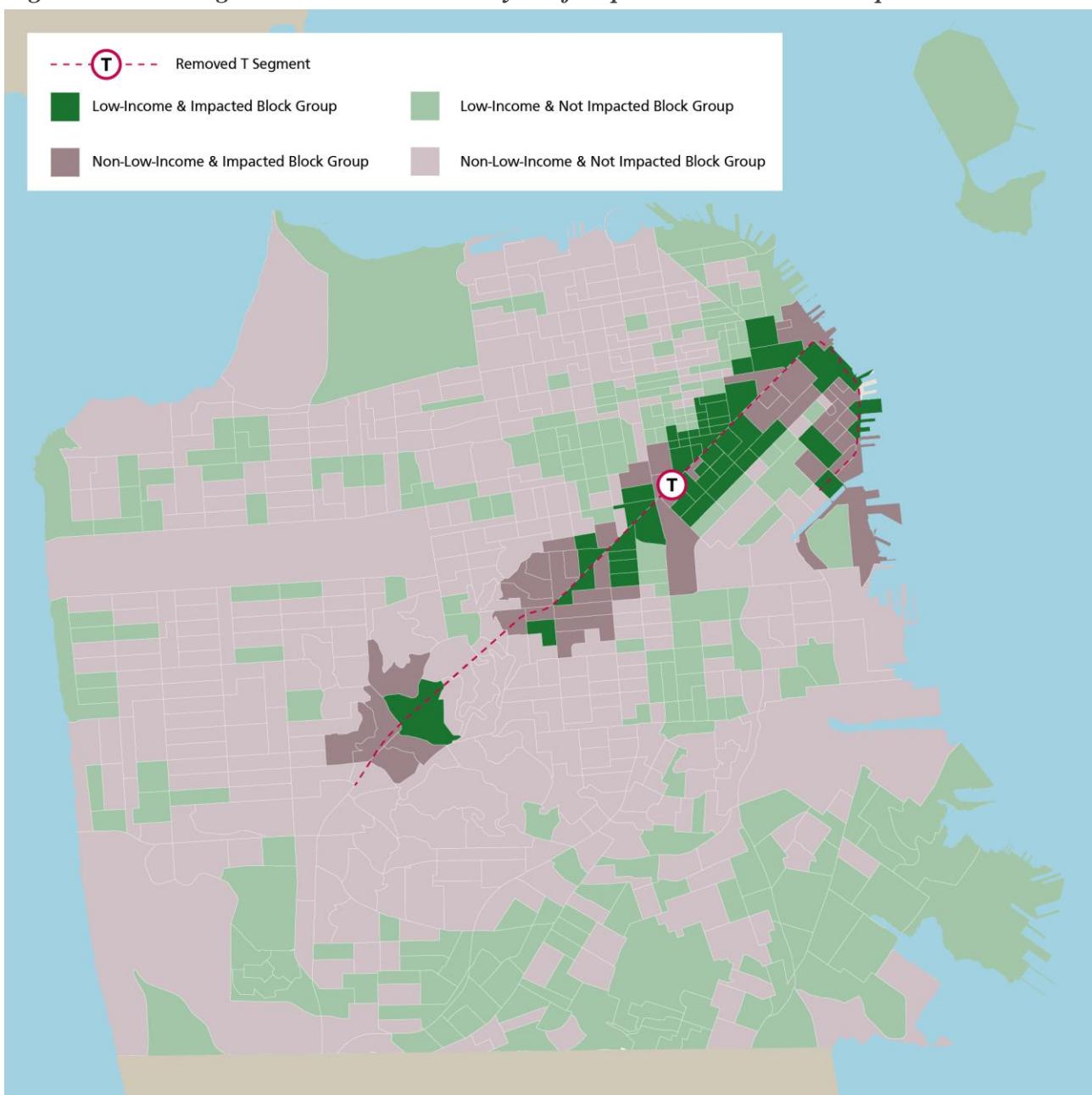
Figure 3: Route Segment Elimination – Analysis of Impact on People of Color



Notes:

- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city's overall population (60%)
- **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of an impacted transit stop

Figure 4: Route Segment Elimination - Analysis of Impact on Low-income Population



Notes:

- **Low-Income Block Group:** Census Block Group where those living in low-income households make up an equal or greater proportion than in the city's overall population (20%)
- **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of an impacted transit stop

## B. Route Segment Addition (Service Increase)

As described above, when the T Third Street Line is re-routed to serve the Central Subway, it will run from 4th Street and King Street to the new Chinatown/Rose Pak Station. This is the segment considered to be the added T Third Street route segment.

This route segment addition and the populations considered to be impacted by this change are summarized in Table 3 and are shown in the maps in Figure 5 and Figure 6. Figure 5 also shows the Census Block groups where people of color make up a larger proportion than in the city's overall population. Figure 6 also shows the Census Block groups where people living in low-income households make up a larger proportion than in the city's overall population.

People of color make up 75% of the impacted population. Since this proportion is not eight or more percentage points lower than the proportion of the citywide population of people of color (60%), the route segment addition does not result in a disparate impact.

People living in low-income households make up 43% of the impacted population. Since this proportion is not eight or more percentage points lower than the proportion of the citywide population living in low-income households (20%), the route segment addition does not result in a disproportionate burden.

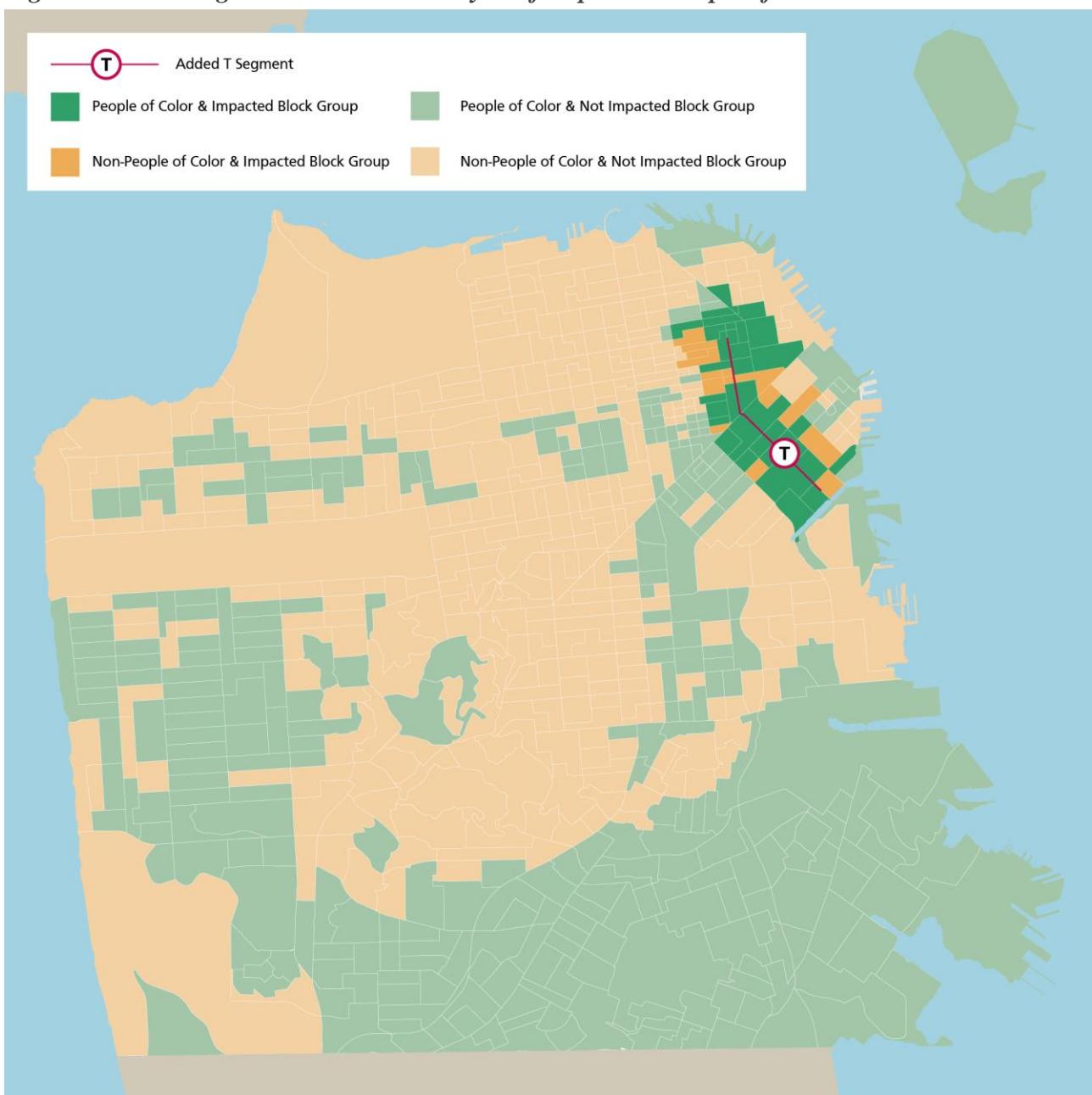
*Table 3: Route Segment Addition Summary*

| Route                                                                                                                      | Route-Miles % Change | Impacted Population (Within 0.25 Miles of a Stop) | % People of Color <sup>1</sup> | % Low-income <sup>1</sup> |
|----------------------------------------------------------------------------------------------------------------------------|----------------------|---------------------------------------------------|--------------------------------|---------------------------|
| T      Third Street Added Segment (Chinatown/Rose Pak Station to 4th/King Station)                                         | <sup>2</sup>         | 26,683                                            | 75%                            | 43%                       |
| Total Impacted Population (within 0.25 Miles) <sup>1, 3</sup>                                                              |                      | 26,683                                            | 75%                            | 43%                       |
| Citywide Population <sup>1</sup>                                                                                           |                      |                                                   | 60%                            | 20%                       |
| Difference in Percentage Points                                                                                            |                      |                                                   | +15                            | +23                       |
| <b>Disparate Impact?</b><br>(Difference of 8 or more percentage points <u>lower</u> for service <u>increases</u> ?)        |                      |                                                   | No                             |                           |
| <b>Disproportionate Burden?</b><br>(Difference of 8 or more percentage points <u>lower</u> for service <u>increases</u> ?) |                      |                                                   |                                | No                        |

Notes: <sup>1</sup> Data Source: U.S. Census Bureau 2016-2020 ACS 5-year Estimates

<sup>2</sup> For this route there is a segment suspension in addition to a segment addition. The cumulative percent change in route-miles is negative (noting a service decrease) and is thus shown with the route segment suspensions. See Table 2 for the cumulative percent change. Note that the route miles percent change is provided as a reference only since specifically for New Starts Projects the Title VI Circular requires that a service equity analysis be conducted six months prior to the beginning of revenue operations, whether or not the proposed changes to existing service rise to the level of a “major service change.”

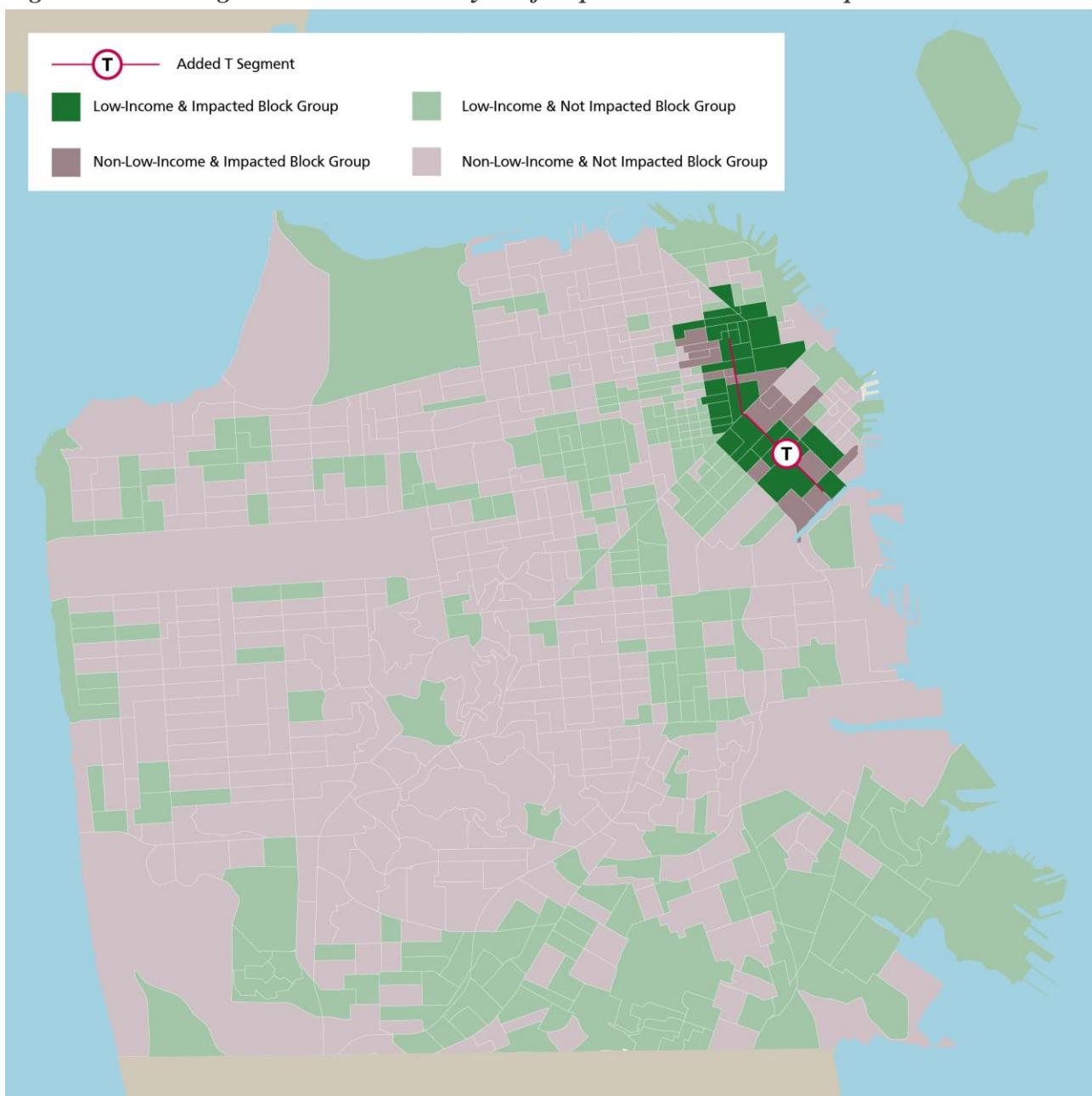
Figure 5: Route Segment Addition – Analysis of Impact on People of Color



Notes:

- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city's overall population (60%)
- **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of an impacted transit stop

Figure 6: Route Segment Addition – Analysis of Impact on Low-income Population



Notes:

- **Low-Income Block Group:** Census Block Group where those living in low-income households make up an equal or greater proportion than in the city's overall population (20%)
- **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of an impacted transit stop

## C. Summary Analysis and Findings

Among the population considered to be impacted by the T Third route segment elimination (a service decrease), the proportion of people of color and the proportion of individuals living in low-income households were found not to be eight or more percentage points higher than the respective proportions among the citywide population.

Among the population considered to be impacted by the T Third route segment addition (a service increase), the proportion of people of color and the proportion of individuals living in low-income households were found not to be eight or more percentage points lower than the respective proportions among the citywide population.

These results indicate that no disparate impact or disproportionate burden was found. These findings are summarized in Table 4.

*Table 4: Summary of Findings for Service Equity Analysis*

| <b>Service Change</b>                                                      | <b>Impacted Population<sup>1</sup></b><br>(Within 0.25 Miles of a Stop) | <b>People of Color</b>               |                                                            | <b>Living in Low-Income Households</b> |                                                       |
|----------------------------------------------------------------------------|-------------------------------------------------------------------------|--------------------------------------|------------------------------------------------------------|----------------------------------------|-------------------------------------------------------|
|                                                                            |                                                                         | <b>% People of Color<sup>1</sup></b> | <b>Difference from Citywide Proportion People of Color</b> | <b>% Low-income<sup>1</sup></b>        | <b>Difference from Citywide Proportion Low-Income</b> |
| <b>Service Decrease</b><br><i>T Third Street Route Segment Elimination</i> | 55,949                                                                  | 59%                                  | -1                                                         | 25%                                    | +5                                                    |
| <b>Service Increase</b><br><i>T Third Street Route Segment Addition</i>    | 26,683                                                                  | 75%                                  | +15                                                        | 43%                                    | +23                                                   |
| <b>Citywide Population<sup>1</sup></b>                                     |                                                                         | 60%                                  |                                                            | 20%                                    |                                                       |
| <b>Disparate Impact?</b>                                                   |                                                                         |                                      | <b>No</b>                                                  |                                        |                                                       |
| <b>Disproportionate Burden?</b>                                            |                                                                         |                                      |                                                            |                                        | <b>No</b>                                             |

Notes: <sup>1</sup> Data Source: U.S. Census Bureau 2016-2020 ACS 5-year Estimates

## VI. Outreach Summary

Pursuant to Title VI of the Civil Rights Act of 1964 and its implementing regulations, as well as state and local laws, the SFMTA takes responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of the SFMTA's programs and activities for individuals, regardless of race, color or national origin, including level of English proficiency. Given the diversity of San Francisco and of Muni ridership, the SFMTA is particularly committed to disseminating information that is accessible to individuals who may have a limited ability to read, write or speak English.

The Project, including the T Third Street Line Fourth/Stockton alignment and the four new stations, has been in construction for several years. Throughout the Project, the SFMTA has employed an extensive multilingual campaign to engage stakeholders and solicit feedback. Multiple elements of

the Project have been informed and influenced by community feedback as part of the environmental review phase, as well as during the design and construction phases.

Community outreach and participation occurred as part of the Project's public scoping, locally preferred alternatives development, and environmental analysis. Volume I of the Central Subway Final Supplemental Environmental Impact Statement / Supplemental Environmental Impact Report (Final Central Subway SEIS/SEIR) includes a summary of public comments received during the 2005 Project scoping process, a list of over 100 community outreach presentations and briefings that were held, and an overall summary of the stakeholder engagement. Volume II of this document contains all public comments received on the Draft Supplemental Environmental Impact Statement/Supplemental Environmental Impact Report (Draft SEIS/SEIR) prepared for the Project and the responses to those comments.

The following excerpt from Volume I of the Final Central Subway SEIS/SEIR describes the overall community engagement process:

*As noted in Section 4.2.5 and Chapter 11.0, an extensive community participation effort was undertaken to provide information to the public and solicit input during the development of the Project alternatives. This effort will continue through the Project implementation phase. Not only have over 100 presentations been made to neighborhood groups, community and business organizations, and individual stakeholders, but printed materials have been made available in Chinese and Spanish as well as English. The Central Subway telephone information line provides responses in English, Chinese, and Spanish.*

*Community meetings have been held in each of the neighborhood areas surrounding proposed stations and Project alternatives have been refined based on community input to ensure that community concerns are addressed. The breadth and depth of community outreach has ensured equal access to the process regardless of income level or ethnicity to ensure the Project is consistent with Environmental Justice objectives.*

Once the environmental review documents were completed and approved, public outreach focused on design, early construction, utility relocation, construction impacts, and important Project milestones. Communications channels have included: multilingual public information materials, such as fliers, postcards, signage, brochures and newsletters; blast emails; a dedicated bilingual public information officer assigned to the Project; virtual and in-person community meetings with merchants and residents with simultaneous interpretation; engagement with community-based organizations; and, as needed bilingual street ambassadors deployed along the Project alignment to help disseminate critical Project information. The SFMTA also utilized multilingual media, both print and broadcast, to keep the community and other stakeholders informed of important Project milestones and construction impacts.

In addition, one of the key elements of the ongoing community engagement effort throughout the implementation of the Project has been the consistent meetings with the Central Subway Community Advisory Group (CAG). The SFMTA established a CAG for the Project early in the planning process to gather input on the identification and selection of design options for the Third

Street Light Rail Project and to help select the options to carry forward for environmental review. The CAG consists of representatives from neighborhoods along the entire Third Street Light Rail Project alignment: Visitation Valley, Bayview/Hunters Point, Mission Bay/Potrero Hill, South of Market, Downtown, Union Square and Chinatown. The diverse membership brings to the table citywide, neighborhood, environmental, transportation, commuter, historical and planning interests. As the Project has progressed, the CAG has continued to provide opportunities to engage with the local community, and to receive input and feedback at key milestones.

## **VII. Summary**

Based on the Title VI Service Equity Analysis conducted, the T Third Street Line Fourth/Stockton Alignment resulting from the Central Subway Project and was not found to disparately impact communities of color or disproportionately burden low-income populations.

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS

RESOLUTION No. 220621-057

WHEREAS, The Central Subway Project, Phase 2 of the SFMTA's T Third Street Line Light Rail Transit Project (Project), is currently expected to begin revenue operations in Fall 2022; and,

WHEREAS, The largest source of funding for the Central Subway Project is provided by the Federal Transit Administration's (FTA's) New Starts program; and,

WHEREAS, FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," requires that a Title VI service and fare equity analysis be conducted for New Starts projects six months prior to the beginning of revenue service operations, whether or not the proposed changes to existing service rise to the level of a "major service change," as defined by the transit provider; and,

WHEREAS, FTA Circular 4702.1B requires that proposed changes to lines running parallel or connecting to the New Starts Project also be examined and service changes to lines parallel or connecting to the T Third Street Line that would have the same implementation date as the Project are continuing to be refined and will be examined upon finalization; and,

WHEREAS, the Project does not include a fare change, and therefore, a fare equity analysis is not required; and,

WHEREAS, A previous Title VI service equity analysis of the Project was approved as part of SFMTA Board Resolution No. 180320-047 on March 20, 2018; and,

WHEREAS, An updated Title VI analysis was conducted in April 2022 in anticipation of the Project's planned start of revenue service in Fall 2022 and uses 2016-2020 American Community Survey 5-Year Estimates data, the most recently available U.S. Census data; and,

WHEREAS, The SFMTA analyzed the impacts of the Project on communities of color and customers from low-income households and found that the Project does not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI of the Civil Rights Act of 1964; and,

WHEREAS, Throughout the Project, the SFMTA has employed an extensive multilingual campaign to engage stakeholders and solicit feedback, and multiple elements of the Project have been informed and influenced by community feedback as part of the environmental review phase, as well as during the design and construction phases; and,

WHEREAS, The Central Subway Final Supplemental Environmental Impact Statement / Supplemental Environmental Impact Report (Central Subway SEIS/SEIR) evaluated the environmental impacts of the Central Subway Project; and,

WHEREAS, On August 7, 2008, the San Francisco Planning Commission certified the Final SEIR (Case No. 1996.281E), and on August 19, 2008, the SFMTA Board of Directors approved Resolution 08-150, adopting Central Subway Project Alternative 3B as the Locally Preferred Alternative, the CEQA Findings, Statement of Overriding Considerations, and the Mitigation Monitoring and Reporting Plan; and,

WHEREAS, In November 2008, the Federal Transit Administration issued a Record of Decision for the Central Subway Project, determining that the requirements of the National Environmental Policy Act had been met through the Final EIS document and process; and,

WHEREAS, Approval of the Title VI Service Equity Analysis for the Project would not cause new significant impacts not identified in the Central Subway SEIS/SEIR or result in a substantial increase in the severity of previously identified significant impacts, and no new mitigation measures would be necessary to reduce significant impacts; and,

WHEREAS, The Central Subway SEIS/SEIR is on file with the SFMTA Board of Directors, may be found in the records at <https://www.sfmta.com/reports/central-subway-final-seisseir> or at the Planning Department at 49 South Van Ness Avenue, Suite 1400 in San Francisco, and is incorporated herein by reference; now, therefore, be it

RESOLVED, That the SFMTA Board has reviewed and considered the Central Subway SEIS/SEIR and record as a whole, and finds that the Central Subway SEIS/SEIR is adequate for the Board's use as the decision-making body for the Title VI-related action taken herein, and incorporates the CEQA findings by this reference as though set forth in this Resolution; and be it further

RESOLVED, That the SFMTA Board approves the SFMTA's Title VI Service Equity Analysis of the Central Subway Project (Phase 2 of the T Third Street Line Light Rail Transit Project), required by the Federal Transit Administration for New Starts Projects, which found the Central Subway Project had no disparate impact on communities of color or disproportionate burden on low-income communities under Title VI of the Civil Rights Act of 1964.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of June 21, 2022.

*Caroline Celaya*

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Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency



## Appendices J-L: Service Monitoring

**APPENDIX J: SERVICE MONITORING – VEHICLE LOADS**

Note: 36, 37, 39 and 56 lines use 30' coaches that are not equipped with automatic passenger counters. Historic vehicles including the F line and all Cable Car lines are also not equipped with automatic passenger counters. Data is limited.

| Route Name                      | Service Category | AM Peak Crowding | PM Peak Crowding | People of Color Route Classification | Low Income Route Classification |
|---------------------------------|------------------|------------------|------------------|--------------------------------------|---------------------------------|
| <b>1 California</b>             | Frequent         | 12%              | 22%              | Non-People of Color                  | Non-Low-Income                  |
| <b>2 Sutter</b>                 | Grid             | 0%               | 0%               | Non-People of Color                  | Low-Income                      |
| <b>5 Fulton</b>                 | Grid             | 2%               | 4%               | Non-People of Color                  | Low-Income                      |
| <b>6 Haight-Parnassus</b>       | Grid             | 0%               | 0%               | Non-People of Color                  | Low-Income                      |
| <b>7 Haight-Noriega</b>         | Frequent         | 0%               | 1%               | Non-People of Color                  | Low-Income                      |
| <b>8 Bayshore</b>               | Frequent         | 0%               | 5%               | People of Color                      | Low-Income                      |
| <b>9 San Bruno</b>              | Frequent         | 1%               | 0%               | People of Color                      | Low-Income                      |
| <b>12 Folsom-Pacific</b>        | Grid             | 1%               | 1%               | People of Color                      | Low-Income                      |
| <b>14 Mission</b>               | Frequent         | 0%               | 0%               | People of Color                      | Low-Income                      |
| <b>15 Bayview Hunters Point</b> | Express          | 0%               | 5%               | People of Color                      | Low-Income                      |
| <b>18 46th Avenue</b>           | Grid             | 3%               | 0%               | People of Color                      | Non-Low-Income                  |
| <b>19 Polk</b>                  | Grid             | 2%               | 0%               | Non-People of Color                  | Low-Income                      |
| <b>21 Hayes</b>                 | Grid             | 0%               | 0%               | Non-People of Color                  | Low-Income                      |
| <b>22 Fillmore</b>              | Frequent         | 5%               | 8%               | Non-People of Color                  | Non-Low-Income                  |
| <b>23 Monterey</b>              | Grid             | 1%               | 0%               | People of Color                      | Non-Low-Income                  |
| <b>24 Divisadero</b>            | Frequent         | 5%               | 2%               | Non-People of Color                  | Non-Low-Income                  |
| <b>25 Treasure Island</b>       | Connector        | 0%               | 0%               | People of Color                      | Low-Income                      |
| <b>27 Bryant</b>                | Grid             | 0%               | 0%               | Non-People of Color                  | Low-Income                      |
| <b>28 19th Avenue</b>           | Frequent         | 9%               | 8%               | Non-People of Color                  | Non-Low-Income                  |
| <b>29 Sunset</b>                | Grid             | 12%              | 8%               | People of Color                      | Low-Income                      |
| <b>30 Stockton</b>              | Frequent         | 6%               | 5%               | Non-People of Color                  | Low-Income                      |
| <b>31 Balboa</b>                | Grid             | 1%               | 0%               | People of Color                      | Low-Income                      |
| <b>33 Ashbury-18th St</b>       | Grid             | 1%               | 1%               | Non-People of Color                  | Non-Low-Income                  |
| <b>35 Eureka</b>                | Connector        | 0%               | 0%               | Non-People of Color                  | Non-Low-Income                  |
| <b>36 Teresita</b>              | Connector        | not available    | not available    | Non-People of Color                  | Non-Low-Income                  |
| <b>37 Corbett</b>               | Connector        | not available    | not available    | Non-People of Color                  | Non-Low-Income                  |
| <b>38 Geary</b>                 | Frequent         | 1%               | 2%               | People of Color                      | Low-Income                      |
| <b>39 Coit</b>                  | Connector        | not available    | not available    | People of Color                      | Low-Income                      |
| <b>43 Masonic</b>               | Grid             | 1%               | 2%               | Non-People of Color                  | Non-Low-Income                  |
| <b>44 O'Shaughnessy</b>         | Grid             | 13%              | 8%               | People of Color                      | Non-Low-Income                  |
| <b>45 Union-Stockton</b>        | Grid             | 7%               | 13%              | Non-People of Color                  | Low-Income                      |
| <b>48 Quintara-24th Street</b>  | Grid             | 16%              | 3%               | Non-People of Color                  | Non-Low-Income                  |
| <b>49 Van Ness-Mission</b>      | Frequent         | 9%               | 5%               | Non-People of Color                  | Low-Income                      |
| <b>52 Excelsior</b>             | Connector        | 0%               | 0%               | People of Color                      | Non-Low-Income                  |
| <b>54 Felton</b>                | Grid             | 1%               | 0%               | People of Color                      | Low-Income                      |



| Route Name                           | Service Category | AM Peak Crowding | PM Peak Crowding | People of Color Route Classification | Low Income Route Classification |
|--------------------------------------|------------------|------------------|------------------|--------------------------------------|---------------------------------|
| <b>55 Dogpatch</b>                   | Connector        | 0%               | 0%               | Non-People of Color                  | Non-Low-Income                  |
| <b>56 Rutland</b>                    | Connector        | not available    | not available    | People of Color                      | Low-Income                      |
| <b>57 Parkmerced</b>                 | Connector        | 0%               | 0%               | People of Color                      | Low-Income                      |
| <b>58 Lake Merced</b>                | Connector        | 0%               | 0%               | People of Color                      | Low-Income                      |
| <b>66 Quintara</b>                   | Connector        | 0%               | 1%               | People of Color                      | Non-Low-Income                  |
| <b>67 Bernal Heights</b>             | Connector        | 0%               | 0%               | People of Color                      | Low-Income                      |
| <b>14R Mission Rapid</b>             | Rapid            | 1%               | 3%               | People of Color                      | Low-Income                      |
| <b>38R Geary Rapid</b>               | Rapid            | 9%               | 9%               | People of Color                      | Low-Income                      |
| <b>5R Fulton Rapid</b>               | Rapid            | 2%               | 1%               | Non-People of Color                  | Low-Income                      |
| <b>8AX Bayshore A Express</b>        | Specialized      | 5%               | 6%               | People of Color                      | Low-Income                      |
| <b>8BX Bayshore B Express</b>        | Specialized      | 1%               | 6%               | People of Color                      | Low-Income                      |
| <b>9R San Bruno Rapid</b>            | Rapid            | 0%               | 0%               | People of Color                      | Low-Income                      |
| <b>F Market &amp; Wharves</b>        | Historic         | not available    | not available    | Non-People of Color                  | Low-Income                      |
| <b>J Church</b>                      | Muni Metro       | 0%               | 0%               | Non-People of Color                  | Low-Income                      |
| <b>KT Ingleside-Third Street</b>     | Muni Metro       | #N/A             | #N/A             | People of Color                      | Low-Income                      |
| <b>L Taraval</b>                     | Muni Metro       | #N/A             | #N/A             | People of Color                      | Non-Low-Income                  |
| <b>M Ocean View</b>                  | Muni Metro       | 0%               | 0%               | People of Color                      | Low-Income                      |
| <b>N Judah</b>                       | Muni Metro       | 0%               | 0%               | Non-People of Color                  | Low-Income                      |
| <b>C California Street Cable Car</b> | Historic         | not available    | not available    | Non-People of Color                  | Low-Income                      |
| <b>PH Powell-Hyde Cable Car</b>      | Historic         | not available    | not available    | Non-People of Color                  | Low-Income                      |
| <b>PM Powell-Mason Cable Car</b>     | Historic         | not available    | not available    | People of Color                      | Low-Income                      |
| <b>90 San Bruno Owl</b>              | Owl              | 0%               | 0%               | People of Color                      | Low-Income                      |
| <b>91 3rd-19th Ave Owl</b>           | Owl              | 0%               | 0%               | People of Color                      | Low-Income                      |



## APPENDIX K: SERVICE MONITORING – ON-TIME PERFORMANCE

Service Gaps (less than 14% = OTP Standard)

| Route Name                      | Service Category | Service Gaps | Minority Route Classification | Low Income Route Classification |
|---------------------------------|------------------|--------------|-------------------------------|---------------------------------|
| <b>1 California</b>             | Frequent         | 9%           | Non-Minority                  | Non-Low-Income                  |
| <b>5 Fulton</b>                 | Grid             | 17%          | Non-Minority                  | Low-Income                      |
| <b>6 Haight-Parnassus</b>       | Grid             | 15%          | Non-Minority                  | Low-Income                      |
| <b>7 Haight-Noriega</b>         | Frequent         | 22%          | Non-Minority                  | Low-Income                      |
| <b>8 Bayshore</b>               | Frequent         | 17%          | Minority                      | Low-Income                      |
| <b>9 San Bruno</b>              | Frequent         | 21%          | Minority                      | Low-Income                      |
| <b>14 Mission</b>               | Frequent         | 14%          | Minority                      | Low-Income                      |
| <b>15 Bayview Hunters Point</b> | Express          | 29%          | Minority                      | Low-Income                      |
| <b>19 Polk</b>                  | Grid             | 25%          | Non-Minority                  | Low-Income                      |
| <b>21 Hayes</b>                 | Grid             | 11%          | Non-Minority                  | Low-Income                      |
| <b>22 Fillmore</b>              | Frequent         | 13%          | Non-Minority                  | Non-Low-Income                  |
| <b>23 Monterey</b>              | Grid             | 24%          | Minority                      | Non-Low-Income                  |
| <b>24 Divisadero</b>            | Frequent         | 16%          | Non-Minority                  | Non-Low-Income                  |
| <b>27 Bryant</b>                | Grid             | 17%          | Non-Minority                  | Low-Income                      |
| <b>28 19th Avenue</b>           | Frequent         | 18%          | Non-Minority                  | Non-Low-Income                  |
| <b>29 Sunset</b>                | Grid             | 18%          | Minority                      | Low-Income                      |
| <b>30 Stockton</b>              | Frequent         | 19%          | Non-Minority                  | Low-Income                      |
| <b>31 Balboa</b>                | Grid             | 14%          | Minority                      | Low-Income                      |
| <b>33 Ashbury-18th St</b>       | Grid             | 22%          | Non-Minority                  | Non-Low-Income                  |
| <b>38 Geary</b>                 | Frequent         | 17%          | Minority                      | Low-Income                      |
| <b>43 Masonic</b>               | Grid             | 21%          | Non-Minority                  | Non-Low-Income                  |
| <b>44 O'Shaughnessy</b>         | Grid             | 16%          | Minority                      | Non-Low-Income                  |
| <b>45 Union-Stockton</b>        | Grid             | 13%          | Non-Minority                  | Low-Income                      |
| <b>48 Quintara-24th Street</b>  | Grid             | 19%          | Non-Minority                  | Non-Low-Income                  |
| <b>49 Van Ness-Mission</b>      | Frequent         | 15%          | Non-Minority                  | Low-Income                      |
| <b>54 Felton</b>                | Grid             | 24%          | Minority                      | Low-Income                      |
| <b>55 Dogpatch</b>              | Connector        | 12%          | Non-Minority                  | Non-Low-Income                  |
| <b>14R Mission Rapid</b>        | Rapid            | 12%          | Minority                      | Low-Income                      |
| <b>38R Geary Rapid</b>          | Rapid            | 14%          | Minority                      | Low-Income                      |
| <b>5R Fulton Rapid</b>          | Rapid            | 16%          | Non-Minority                  | Low-Income                      |
| <b>8AX Bayshore A Express</b>   | Specialized      | 45%          | Minority                      | Low-Income                      |
| <b>8BX Bayshore B Express</b>   | Specialized      | 58%          | Minority                      | Low-Income                      |
| <b>9R San Bruno Rapid</b>       | Rapid            | 16%          | Minority                      | Low-Income                      |
| <b>J Church</b>                 | Muni Metro       | 17%          | Non-Minority                  | Low-Income                      |
| <b>L Taraval</b>                | Muni Metro       | 2%           | Minority                      | Non-Low-Income                  |
| <b>M Ocean View</b>             | Muni Metro       | 14%          | Minority                      | Low-Income                      |



## Schedule Adherence (more than 85% = OTP Standard)

| Route Name                       | Service Category | Average OTP | Minority Route Classification | Low Income Route Classification |
|----------------------------------|------------------|-------------|-------------------------------|---------------------------------|
| <b>2 Sutter</b>                  | Grid             | 50%         | Non-Minority                  | Low-Income                      |
| <b>12 Folsom-Pacific</b>         | Grid             | 51%         | Minority                      | Low-Income                      |
| <b>18 46th Avenue</b>            | Grid             | 71%         | Minority                      | Non-Low-Income                  |
| <b>25 Treasure Island</b>        | Connector        | 52%         | Minority                      | Low-Income                      |
| <b>35 Eureka</b>                 | Connector        | 35%         | Non-Minority                  | Non-Low-Income                  |
| <b>36 Teresita</b>               | Connector        | 63%         | Non-Minority                  | Non-Low-Income                  |
| <b>37 Corbett</b>                | Connector        | 61%         | Non-Minority                  | Non-Low-Income                  |
| <b>39 Coit</b>                   | Connector        | 52%         | Minority                      | Low-Income                      |
| <b>52 Excelsior</b>              | Connector        | 60%         | Minority                      | Non-Low-Income                  |
| <b>56 Rutland</b>                | Connector        | 48%         | Minority                      | Low-Income                      |
| <b>57 Parkmerced</b>             | Connector        | 33%         | Minority                      | Low-Income                      |
| <b>58 Lake Merced</b>            | Connector        | 61%         | Minority                      | Low-Income                      |
| <b>66 Quintara</b>               | Connector        | 53%         | Minority                      | Non-Low-Income                  |
| <b>67 Bernal Heights</b>         | Connector        | 48%         | Minority                      | Low-Income                      |
| <b>F Market &amp; Wharves</b>    | Historic         | 46%         | Non-Minority                  | Low-Income                      |
| <b>KT Ingleside-Third Street</b> | Muni Metro       | 55%         | Minority                      | Low-Income                      |
| <b>90 San Bruno Owl</b>          | Owl              | 68%         | Minority                      | Low-Income                      |
| <b>91 3rd-19th Ave Owl</b>       | Owl              | 30%         | Minority                      | Low-Income                      |



## APPENDIX L: SERVICE MONITORING – HEADWAY PERFORMANCE

Weekday

| Route Name                              | Service Category | Day | Evening | Late Night | Minority Route Classification | Low Income Route Classification |
|-----------------------------------------|------------------|-----|---------|------------|-------------------------------|---------------------------------|
| <b>1 California</b>                     | Frequent         | 7   | 15      | 15         | Non-Minority                  | Non-Low-Income                  |
| <b>2 Sutter</b>                         | Grid             | 20  | 20      | 20         | Non-Minority                  | Low-Income                      |
| <b>5 Fulton</b>                         | Grid             | 12  | 9       | 9          | Non-Minority                  | Low-Income                      |
| <b>6 Haight-Parnassus</b>               | Grid             | 20  | 20      | 20         | Non-Minority                  | Low-Income                      |
| <b>7 Haight-Noriega</b>                 | Frequent         | 12  | 15      | 15         | Non-Minority                  | Low-Income                      |
| <b>8 Bayshore</b>                       | Frequent         | 7   | 12      | 12         | Minority                      | Low-Income                      |
| <b>9 San Bruno</b>                      | Frequent         | 10  | 10      | 10         | Minority                      | Low-Income                      |
| <b>12 Folsom-Pacific</b>                | Grid             | 10  | 20      | 20         | Minority                      | Low-Income                      |
| <b>14 Mission</b>                       | Frequent         | 10  | 8       | 8          | Minority                      | Low-Income                      |
| <b>15 Bayview Hunters Point Express</b> | Grid             | 10  | 15      | 15         | Minority                      | Low-Income                      |
| <b>18 46th Avenue</b>                   | Grid             | 20  | 20      | 20         | Minority                      | Non-Low-Income                  |
| <b>19 Polk</b>                          | Grid             | 15  | 15      | 15         | Non-Minority                  | Low-Income                      |
| <b>21 Hayes</b>                         | Grid             | 20  | 20      | 20         | Non-Minority                  | Low-Income                      |
| <b>22 Fillmore</b>                      | Frequent         | 6   | 7       | 7          | Non-Minority                  | Non-Low-Income                  |
| <b>23 Monterey</b>                      | Grid             | 20  | 30      | 30         | Minority                      | Non-Low-Income                  |
| <b>24 Divisadero</b>                    | Frequent         | 10  | 13      | 13         | Non-Minority                  | Non-Low-Income                  |
| <b>25 Treasure Island</b>               | Connector        | 15  | 20      | 20         | Minority                      | Low-Income                      |
| <b>27 Bryant</b>                        | Grid             | 15  | 17      | 17         | Non-Minority                  | Low-Income                      |
| <b>28 19th Avenue</b>                   | Frequent         | 12  | 17      | 17         | Non-Minority                  | Non-Low-Income                  |
| <b>29 Sunset</b>                        | Grid             | 10  | 20      | 20         | Minority                      | Low-Income                      |
| <b>30 Stockton</b>                      | Frequent         | 12  | 12      | 12         | Non-Minority                  | Low-Income                      |
| <b>31 Balboa</b>                        | Grid             | 20  | 20      | 20         | Minority                      | Low-Income                      |
| <b>33 Ashbury-18th St</b>               | Grid             | 15  | 15      | 15         | Non-Minority                  | Non-Low-Income                  |
| <b>35 Eureka</b>                        | Connector        | 30  | 30      | 30         | Non-Minority                  | Non-Low-Income                  |
| <b>36 Teresita</b>                      | Connector        | 30  | 30      | 30         | Non-Minority                  | Non-Low-Income                  |
| <b>37 Corbett</b>                       | Connector        | 20  | 20      | 20         | Non-Minority                  | Non-Low-Income                  |
| <b>38 Geary</b>                         | Frequent         | 16  | 15      | 15         | Minority                      | Low-Income                      |
| <b>39 Coit</b>                          | Connector        | 20  | -       | -          | Minority                      | Low-Income                      |
| <b>43 Masonic</b>                       | Grid             | 15  | 15      | 15         | Non-Minority                  | Non-Low-Income                  |
| <b>44 O'Shaughnessy</b>                 | Grid             | 12  | 17      | 17         | Minority                      | Non-Low-Income                  |
| <b>45 Union-Stockton</b>                | Grid             | 10  | 20      | 20         | Non-Minority                  | Low-Income                      |
| <b>48 Quintara-24th Street</b>          | Grid             | 15  | 20      | 20         | Non-Minority                  | Non-Low-Income                  |
| <b>49 Van Ness-Mission</b>              | Frequent         | 7   | 12      | 12         | Non-Minority                  | Low-Income                      |
| <b>52 Excelsior</b>                     | Connector        | 20  | 24      | 24         | Minority                      | Non-Low-Income                  |
| <b>54 Felton</b>                        | Grid             | 20  | 30      | 30         | Minority                      | Low-Income                      |
| <b>55 Dogpatch</b>                      | Connector        | 15  | 20      | 20         | Non-Minority                  | Non-Low-Income                  |
| <b>56 Rutland</b>                       | Connector        | 20  | 20      | 20         | Minority                      | Low-Income                      |
| <b>57 Parkmerced</b>                    | Connector        | 20  | 20      | 20         | Minority                      | Low-Income                      |
| <b>58 Lake Merced</b>                   | Connector        | 30  | 30      | 30         | Minority                      | Low-Income                      |



| Route Name                           | Service Category | Day | Evening | Late Night | Minority Route Classification | Low Income Route Classification |
|--------------------------------------|------------------|-----|---------|------------|-------------------------------|---------------------------------|
| <b>66 Quintara</b>                   | Connector        | 20  | 20      | 20         | Minority                      | Non-Low-Income                  |
| <b>67 Bernal Heights</b>             | Connector        | 20  | 20      | 20         | Minority                      | Low-Income                      |
| <b>14R Mission Rapid</b>             | Rapid            | 8   | 8       | 8          | Minority                      | Low-Income                      |
| <b>38R Geary Rapid</b>               | Rapid            | 8   | 10      | 10         | Minority                      | Low-Income                      |
| <b>5R Fulton Rapid</b>               | Rapid            | 10  | -       | -          | Non-Minority                  | Low-Income                      |
| <b>8AX Bayshore A Express</b>        | Specialized      | -   | -       | -          | Minority                      | Low-Income                      |
| <b>8BX Bayshore B Express</b>        | Specialized      | -   | -       | -          | Minority                      | Low-Income                      |
| <b>9R San Bruno Rapid</b>            | Rapid            | 12  | -       | -          | Minority                      | Low-Income                      |
| <b>F Market &amp; Wharves</b>        | Historic         | 12  | 16      | 16         | Non-Minority                  | Low-Income                      |
| <b>J Church</b>                      | Muni Metro       | 15  | 17      | 17         | Non-Minority                  | Low-Income                      |
| <b>KT Ingleside-Third Street</b>     | Muni Metro       | 10  | 17      | 17         | Minority                      | Low-Income                      |
| <b>L Taraval</b>                     | Muni Metro       | 8   | 11      | 11         | Minority                      | Non-Low-Income                  |
| <b>M Ocean View</b>                  | Muni Metro       | 10  | 17      | 17         | Minority                      | Low-Income                      |
| <b>N Judah</b>                       | Muni Metro       | 10  | 15      | 15         | Non-Minority                  | Low-Income                      |
| <b>C California Street Cable Car</b> | Historic         | 15  | 15      | 15         | Non-Minority                  | Low-Income                      |
| <b>PH Powell-Hyde Cable Car</b>      | Historic         | 10  | 12      | 12         | Non-Minority                  | Low-Income                      |
| <b>PM Powell-Mason Cable Car</b>     | Historic         | 12  | 20      | 20         | Minority                      | Low-Income                      |
| <b>90 San Bruno Owl</b>              | Owl              | -   | -       | -          | Minority                      | Low-Income                      |
| <b>91 3rd-19th Ave Owl</b>           | Owl              | -   | -       | -          | Minority                      | Low-Income                      |

## Weekend

| Route Name                              | Service Category | Day | Evening | Late Night | Minority Route Classification | Low Income Route Classification |
|-----------------------------------------|------------------|-----|---------|------------|-------------------------------|---------------------------------|
| <b>1 California</b>                     | Frequent         | 12  | 12      | 12         | Non-Minority                  | Non-Low-Income                  |
| <b>2 Sutter</b>                         | Grid             | 20  | 20      | 20         | Non-Minority                  | Low-Income                      |
| <b>5 Fulton</b>                         | Grid             | 8   | 9       | 9          | Non-Minority                  | Low-Income                      |
| <b>6 Haight-Parnassus</b>               | Grid             | 20  | 20      | 20         | Non-Minority                  | Low-Income                      |
| <b>7 Haight-Noriega</b>                 | Frequent         | 12  | 20      | 20         | Non-Minority                  | Low-Income                      |
| <b>8 Bayshore</b>                       | Frequent         | 7   | 15      | 15         | Minority                      | Low-Income                      |
| <b>9 San Bruno</b>                      | Frequent         | 10  | 15      | 15         | Minority                      | Low-Income                      |
| <b>12 Folsom-Pacific</b>                | Grid             | 10  | 20      | 20         | Minority                      | Low-Income                      |
| <b>14 Mission</b>                       | Frequent         | 7   | 8       | 8          | Minority                      | Low-Income                      |
| <b>15 Bayview Hunters Point Express</b> | Grid             | 12  | 15      | 15         | Minority                      | Low-Income                      |
| <b>18 46th Avenue</b>                   | Grid             | 20  | 20      | 20         | Minority                      | Non-Low-Income                  |
| <b>19 Polk</b>                          | Grid             | 20  | 20      | 20         | Non-Minority                  | Low-Income                      |
| <b>21 Hayes</b>                         | Grid             | 20  | 20      | 20         | Non-Minority                  | Low-Income                      |
| <b>22 Fillmore</b>                      | Frequent         | 8   | 9       | 9          | Non-Minority                  | Non-Low-Income                  |
| <b>23 Monterey</b>                      | Grid             | 30  | 30      | 30         | Minority                      | Non-Low-Income                  |
| <b>24 Divisadero</b>                    | Frequent         | 12  | 13      | 13         | Non-Minority                  | Non-Low-Income                  |
| <b>25 Treasure Island</b>               | Connector        | 20  | 20      | 20         | Minority                      | Low-Income                      |



| Route Name                           | Service Category | Day | Evening | Late Night | Minority Route Classification | Low Income Route Classification |
|--------------------------------------|------------------|-----|---------|------------|-------------------------------|---------------------------------|
| <b>27 Bryant</b>                     | Grid             | 20  | 20      | 20         | Non-Minority                  | Low-Income                      |
| <b>28 19th Avenue</b>                | Frequent         | 15  | 20      | 20         | Non-Minority                  | Non-Low-Income                  |
| <b>29 Sunset</b>                     | Grid             | 12  | 17      | 17         | Minority                      | Low-Income                      |
| <b>30 Stockton</b>                   | Frequent         | 15  | 20      | 20         | Non-Minority                  | Low-Income                      |
| <b>31 Balboa</b>                     | Grid             | 20  | 20      | 20         | Minority                      | Low-Income                      |
| <b>33 Ashbury-18th St</b>            | Grid             | 20  | 17      | 17         | Non-Minority                  | Non-Low-Income                  |
| <b>35 Eureka</b>                     | Connector        | 30  | 30      | 30         | Non-Minority                  | Non-Low-Income                  |
| <b>36 Teresita</b>                   | Connector        | 30  | 30      | 30         | Non-Minority                  | Non-Low-Income                  |
| <b>37 Corbett</b>                    | Connector        | 30  | 30      | 30         | Non-Minority                  | Non-Low-Income                  |
| <b>38 Geary</b>                      | Frequent         | 20  | 15      | 15         | Minority                      | Low-Income                      |
| <b>39 Coit</b>                       | Connector        | 20  | -       | -          | Minority                      | Low-Income                      |
| <b>43 Masonic</b>                    | Grid             | 20  | 20      | 20         | Non-Minority                  | Non-Low-Income                  |
| <b>44 O'Shaughnessy</b>              | Grid             | 12  | 17      | 17         | Minority                      | Non-Low-Income                  |
| <b>45 Union-Stockton</b>             | Grid             | 15  | 20      | 20         | Non-Minority                  | Low-Income                      |
| <b>48 Quintara-24th Street</b>       | Grid             | 20  | 20      | 20         | Non-Minority                  | Non-Low-Income                  |
| <b>49 Van Ness-Mission</b>           | Frequent         | 8   | 15      | 15         | Non-Minority                  | Low-Income                      |
| <b>52 Excelsior</b>                  | Connector        | 30  | 30      | 30         | Minority                      | Non-Low-Income                  |
| <b>54 Felton</b>                     | Grid             | 20  | 30      | 30         | Minority                      | Low-Income                      |
| <b>55 Dogpatch</b>                   | Connector        | 15  | 20      | 20         | Non-Minority                  | Non-Low-Income                  |
| <b>56 Rutland</b>                    | Connector        | 20  | 20      | 20         | Minority                      | Low-Income                      |
| <b>57 Parkmerced</b>                 | Connector        | 20  | 20      | 20         | Minority                      | Low-Income                      |
| <b>58 Lake Merced</b>                | Connector        | 30  | 30      | 30         | Minority                      | Low-Income                      |
| <b>66 Quintara</b>                   | Connector        | 20  | 20      | 20         | Minority                      | Non-Low-Income                  |
| <b>67 Bernal Heights</b>             | Connector        | 20  | 20      | 20         | Minority                      | Low-Income                      |
| <b>14R Mission Rapid</b>             | Rapid            | 0   | 0       | 0          | Minority                      | Low-Income                      |
| <b>38R Geary Rapid</b>               | Rapid            | 10  | 12      | 12         | Minority                      | Low-Income                      |
| <b>5R Fulton Rapid</b>               | Rapid            | 0   | 0       | 0          | Non-Minority                  | Low-Income                      |
| <b>8AX Bayshore A Express</b>        | Specialized      | 0   | 0       | 0          | Minority                      | Low-Income                      |
| <b>8BX Bayshore B Express</b>        | Specialized      | 0   | 0       | 0          | Minority                      | Low-Income                      |
| <b>9R San Bruno Rapid</b>            | Rapid            | 0   | 0       | 0          | Minority                      | Low-Income                      |
| <b>F Market &amp; Wharves</b>        | Historic         | 12  | 16      | 16         | Non-Minority                  | Low-Income                      |
| <b>J Church</b>                      | Muni Metro       | 15  | 18      | 18         | Non-Minority                  | Low-Income                      |
| <b>KT Ingleside-Third Street</b>     | Muni Metro       | 12  | 17      | 17         | Minority                      | Low-Income                      |
| <b>L Taraval</b>                     | Muni Metro       | 10  | 14      | 14         | Minority                      | Non-Low-Income                  |
| <b>M Ocean View</b>                  | Muni Metro       | 12  | 17      | 17         | Minority                      | Low-Income                      |
| <b>N Judah</b>                       | Muni Metro       | 12  | 13      | 13         | Non-Minority                  | Low-Income                      |
| <b>C California Street Cable Car</b> | Historic         | 15  | 15      | 15         | Non-Minority                  | Low-Income                      |
| <b>PH Powell-Hyde Cable Car</b>      | Historic         | 10  | 12      | 12         | Non-Minority                  | Low-Income                      |
| <b>PM Powell-Mason Cable Car</b>     | Historic         | 12  | 20      | 20         | Minority                      | Low-Income                      |
| <b>90 San Bruno Owl</b>              | Owl              | -   | -       | -          | Minority                      | Low-Income                      |
| <b>91 3rd-19th Ave Owl</b>           | Owl              | -   | -       | -          | Minority                      | Low-Income                      |